

Company Information

MERCURY STAR s.r.o.

1. maje 1162

75661 Roznov pod Radhostem, CZE

VAT: CZ62300164

1. Conditions of Return

- Make sure to ship and return your items within **14** days (from the date you receive the product) .There are no returns or refunds after **14** days.
- Make sure all items are returned in their original packaging and are in excellent condition.
- Make sure the parts or components of the item are disassembled as they were when they were first opened.
- Provide us with the tracking details for the returned items within 7 days of initiating your return.

2. Steps of Return

- **Step 1:** To apply for a refund, please contact contact@dxracer.eu and explain the reason for the refund. Our customer service personnel will review it. Please pay attention to your email reply. Once the refund application is approved, please proceed to the second step.
- **Step 2:** Please ship your items to the RMA address: **Pivovarska 30, Roznov pod Radhostem, 75661, Czech Republic**. Make sure to ship and return your items within 14 days (from the date you receive the product) .
- **Step 3:** Log in to your account and click the "Return" button on the lower right side of your order. Then fill out the Return Request Form to tell us the details and wait.

* If you have not signed up for a DXRacer account, you can reset or retrieve your account password through your email address. Then log in to your DXRacer account to return items.

* If you shipped your chair after 14 days, DXRacer will not receive the delivery. You will be responsible for any costs and damages.

3. Return Fee

Conditions of Item Eligible for Return

- The items are ready to ship.
- The items have been shipped and disassembled.
- The items have been shipped and assembled.

Return Fee

- If the chair is in pending shipment, there is no return fee.
- The refunded amount might be changed according to the wear and tear of the returned product. If there are damaged parts, or parts that show wear and tear, we will lower the refund amount accordingly.
- A list of refunds will be sent to your email.

4. Refund

- Allow us to inspect your returned items within seven days. Once they pass our inspection, we will process your refund.
- Refunds are processed through the initial payment method and returned to your account within 14 business days in general (depending on your bank's practice).
- The refund amount depends on the state of the returned product - If any part is damaged or shows visible wear and tear, we have the right to lower the refund amount.

5. Others

- You' re responsible for returning the items to the correct location in their original condition and packaging.
- We are not liable for any items that are lost, damaged, or rejected due to wrong shipping address.
- We encourage you to purchase shipping insurance to protect your investment in high-value items.
- We don' t offer exchanges for our products. If your order has been received, you can simply return your item and repurchase it.

* Cash on delivery is not supported here.

* A list of refunds will be sent to your email. If you have any questions, you can contact contact@dxracer.eu.