

Free Shipping

DXRacer USA offers free shipping on all orders to the US territory (excluding Alaska, Hawaii and Puerto Rico) and no minimum purchase is necessary. We are unable to ship to any PO Box/APO address unless it is linked to the street address. All packages will be shipped without a signature requirement for delivery. DXRacer is not responsible for lost or stolen packages without a signature. Signature for delivery is available for an additional fee.

Order Schedule

Please note that all orders placed before 10:00 am EST Monday–Friday will be processed and shipped that same day. All other orders will be shipped out on the next business day.

Delivery Method

The free shipping we offer is for FedEx Ground. Under normal circumstances, please allow for up to 1 working day for your order to be processed and 2-5 working days for your package to be fulfilled and delivered, depending on your location.

Tracking

Once your tracking number has been generated, it will be posted under the order information when you log into your account on our website. Please click on the My Order tab to obtain all of your order and tracking information so you can be aware of when to anticipate delivery.

Shipping Damage

The DXRacer USA ships all chairs in unopened boxes that come directly from our manufacturer so customers will receive their chairs in pristine condition. If your chair was damaged upon arrival please click Contact DXRacer page and fill out the form within 7 days of receiving your chair. We will certainly be able to address your concerns.