

**Effective Date: May 1, 2023**

## **1. What our warranty covers**

DXRacer USA promises to repair or replace any DXRacer USA product or component that DXRacer USA finds to be defective in material or workmanship during the warranty period. All parts that assemble to the exterior of the chair are considered 'parts' which are covered by the warranty. Only products sold in the United States are covered by this warranty policy. DXRacer will honor the warranty **from the date of the original order was shipped** so long as you, the original purchaser, still owns it.

**For the following time periods, your warranty will be in effect:**

### **● 1) Gaming Chairs**

Drifting series – **2-year warranty**

Craft series – **3-year warranty (Additional 2-year extended warranty for free)**

Master series – **3-year warranty (Additional 2-year extended warranty for free)**

### **● 2) Accessories**

Accessories are guaranteed for **1 year**

## **2. What our warranty does not cover**

- Wear and tear, which is to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by DXRacer.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Misuse, abuse, and intentional damage to the product by humans.
- The material or upholstery fades, peels, loses its texture, etc. after a period of use.

## **3. How to get our warranty service?**

### **● 1) Out Of Warranty**

You can purchase your replacement parts quickly and easily in two ways:

① Log in to your account and go to find Parts Page. Then enter the SKU(item number) or upload a front view photo of your chair. We'll help you find its SKU and corresponding parts. You can easily make a purchase by clicking on our link through our system's search results.

② If you are a big fan of DXRacer and familiar with which series your chair belongs to and its corresponding parts, then you can make a quick purchase through the links below.

- Tilt Mechanism
- Hydraulics
- Armrest
- Wheelbase
- Casters

## ● 2) In Warranty

① Your original order was shipped **after May 1, 2023**

If you need warranty service, you can log in to your account and click the button "After-Sales" on the lower right side of your order. Then fill out the form to tell us the details and wait. You will receive an email notification after approval.

② Your original order was shipped from **May 1, 2021~April 30, 2023**

You can visit our Contact DXRacer Page to fill out the form. We are here to serve you. Once DXRacer ships your replacement parts for free, you will receive an email notification.

## ● 3) Others

① Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos or videos of the complication you are experiencing to allow our Warranty Department to further assist you.

② If you purchased your chair through a licensed 3rd party vendor, you will need to supply a copy of your receipt. Licensed 3rd party vendors can carry their own policies which can alter the length of the warranty for the chair purchased will extend to. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.

③ If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished.

④ Warranty hours of operation are Monday-Friday 8:30 am to 5:00 pm EST, and closed on Saturday, Sunday, and legal.

## **4. How to extend our warranty for free?**

- 1) Share and post the content about DXRacer products on your social media or stream such as Facebook, YouTube, TikTok, Instagram, Twitter, Reddit, etc, with #DXRacer. Make sure your status update is visible to the public.

- 2) Then, log in to your personal center Account, and click the button “Extended Warranty” on the lower right side of your order. Fill in your order information and the post URL in 1).
- 3) You will receive an email after approval.
  - \* The Extended Warranty Policy is currently only available for Craft and Master Series gaming chairs.
  - \* You must apply for an extended warranty for free within **30 days** (from the date your original order was shipped) .

## **5. Notice**

- 1) DXRacer does not offer exchanges for our products. You can simply return your chair and repurchase it.
- 2) If your chair is out of warranty and its parts are damaged, you need to purchase new ones.
- 3) To the extent allowed by law, dxracer makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. dxracer will not be liable for any consequential or incidental damages.
- 4) Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you.
- 5) Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- 6) This warranty applies only to products sold within the United States of America.

## **Effective Date: January 1, 2013~April 30, 2023**

DXRacer USA promises to repair or replace any DXRacer USA product (excluding Prince Series) or component that DXRacer USA finds to be defective in material or workmanship within two (2) years, and a Lifetime warranty on the steel frame of our chairs. The lifetime warranty you are to receive would cover the steel frame within the backrest and bucket seat of the chair. All parts that assemble on the exterior of the chair are considered 'parts' which are covered under a 2-year warranty. DXRacer will honor the warranty from the date of the original purchase so long as you, the original purchaser, still owns it. This is your sole and exclusive remedy. This warranty is subject to the provisions below.

### **Exclusions:**

- Wear and tear, which is to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by DXRacer.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Damage inflicted against the chair.
- Accessories have a one-year warranty.
  - \* Please note DXRacer does not warrant the color-fastness or matching of colors, grains, or textures of covering materials.

TO THE EXTENT ALLOWED BY LAW, DXRACER USA MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DXRACER WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

### **Notice to purchasers for home or personal use:**

- Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you.
- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.
  - \* If purchased in Canada, you must have physical proof of purchase.

## **To obtain service under this warranty:**

If you need a warranty for your chair or have any questions, you can email us at [Warranty@DXRacer.com](mailto:Warranty@DXRacer.com).

- 1. Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos and/or videos of the complication you are experiencing to allow our Warranty Department to further assist you.
- 2. If you purchased your chair through a licensed 3rd party vendor, you will need to supply a copy of your receipt.  
Licensed 3rd party vendors can carry their own policies which can alter the length of the warranty for the chair purchased will extend to. If a chair is purchased through a licensed 3rd party vendor, the warranty on the chair will consist of the policies offered by the seller of the chair. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.
- 3. If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished. Please note that shipments can take 4-8 weeks to arrive at our warehouse. Some accessories are available to be purchased (excluding backrest, tabletop parts and so on). If your chair was damaged upon arrival please reach out to [Warranty@DXRacer.com](mailto:Warranty@DXRacer.com) within 7 days of receiving your chair.
- 4. Warranty hours of operation are Monday-Friday 8:30 am to 5:00 pm EST, and closed on Saturday, Sunday, and legal holidays.