Return and Exchange Policy

At DXRacer, we are committed to customer satisfaction. If you are not fully satisfied with your purchase, please review our return policy below:

1. 30-Day Return Window

We accept returns within 30 days from the date your DXRacer product is delivered. Unfortunately, we are unable to accept returns beyond this period.

2. How to Initiate a Return

To start a return, please log in to your Customer Portal and click the Return button next to your order.

- Note: If the return button is inactive, your order has passed the 30-day return period.

3. Return Shipping

Customers are responsible for return shipping costs. For your protection, we recommend using a trackable shipping method.

Return address varies by warehouse. Please email **ca@dxracer.biz** with your order number for the correct address.

4. Return Conditions

Items must be returned in excellent condition, completely disassembled, and in the original packaging. Missing parts, visible damage, or improper packaging may result in a damage fee of up to 25% of the returned items' original price, which will be deducted from your refund.

- Any included promotional or gift items must be returned as well.

5. Parts & Accessories

There are no packaging requirements for parts or accessories, but they must be in good condition. A damage fee of up to 100% of the returned items' original price may apply if the returned item is received damaged.

6. Return Processing Time

Please allow 3 business days for inspection once your return has been received.

7. Refunds

Refund will be issued to the original method of payment once the return inspection is completed. Please note that depending on your bank, it may take 5-10 business days for the refunded amount to appear in your account.

8. Exchanges

DXRacer does not offer direct exchanges. If you would like a different item, please return your original purchase and place a new order.

9. Parts Orders

If you are unsure about which part to purchase, please contact us at **ca@dxracer.biz** before placing your order to help avoid ordering errors and unnecessary returns.

If you have any questions about your return or need assistance, please don't hesitate to contact our customer support team at **ca@dxracer.biz**.

Thank you for choosing DXRacer!