

1. Conditions of Return

- Make sure to ship and return your items within 30 days (from the date your original order was shipped) .There are no returns or refunds after 30 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: If you need to return your chair or accessories, you can ship your items. Make sure to ship and return your items within 30 days (from the date your original order was shipped) .
- Step 2: Log in to your account and click the “Return” button on the lower right side of your order.
- Step 3: 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 30 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

FREE. All amounts will be refunded with no additional fee
Customers are responsible for the shipping fee, wear and tear fee, etc.

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* The wear and tear charges shall not exceed 20% of the unit price of the product in principle.

* Cash on delivery is not supported.

* 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 3 business days in general (depending on your bank's practice).
- The refund amount depends on your order status, shipping fees and inspection results.

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 us.