

Company Information

MERCURY STAR s.r.o.

1. maje 1162

75661 Roznov pod Radhostem, CZE

VAT: CZ62300164

Shipping Areas

DXRacer Europe official website now can ship to the following countries:

Austria

Belgium

Bulgaria

Croatia

Czech Republic

Denmark

Estonia

Finland

France

Germany

Greece

Hungary

Ireland

Italy

Latvia

Lithuania

Luxembourg

Netherlands

Poland

Portugal

Romania

Slovakia

Slovenia

Spain

Sweden

* Ships to mainland or metropolitan territories only; Overseas territories are excluded.

Shipping Fee

Shipping is **FOC (Free of Charge)**, excluding Portugal. Shipping to Portugal is 19.9 € including VAT.

Shipping Methods

The free shipping we offer is **DHL Express**.

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.

Order Schedule

Please note that all orders placed before 11:00 am CET Monday–Friday will be processed and shipped that same day. All other orders will be shipped out on the next business day.

Track Your Order

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.

Others

- We are unable to ship to any PO Box/APO address unless it is linked to the street address.
- The DXRacer Europe 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.