

1. Conditions of Return

- Make sure to ship and return your items within **30 days** (from the date you receive the product) .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. Please allow 5 - 10 business days after your chair has been received by our warehouse to allow us to inspect your return and process your refund.

2. Steps of Return

- **Step 1:** To apply for a refund, please contact **contact@dxracer.au.com.au** and explain the reason for the refund. Our customer service personnel will review it. Please pay attention to your email reply. Once the refund application is approved, please proceed to the second step.
- **Step 2:** Please ship your items to the RMA address: **15 Marsden Cres,Doncaster East VIC 3109**. Make sure to ship and return your items within 30 days (from the date you receive the product) .
- **Step 3:** Log in to your account and click the "Return" button on the lower right side of your order. 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

- Products must be returned in the original packaging.
- Products must be returned completely disassembled. We do not accept any partially assembled products.

Return Fee

- If the chair is in pending shipment, there is no return fee.
- For the return shipping fees, unless the product is defective, the customer is responsible for all return shipping fees and any restocking fee associated with returns. You must pay the return shipping cost of returning the goods to us.

- No damaged or missing parts (including any replacement parts that you have received)
- Clearance items are final sales and cannot be returned for exchange and refund.
- You are responsible for a product that you have returned until it has been received by DXRacer. This means you must take all reasonable precautions (including suitable packaging) so that the product is not lost or damaged in transit. If returned goods are missing parts or damaged, DXRacer will assess the damage fee amount to be deducted from the refund amount.
- 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 5 - 10 business days in general (depending on your bank's practice).
- The refund amount depends on the state of the returned product - If any part is damaged or shows visible wear and tear, we have the right to lower the refund amount.

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 contact@dxracerau.com.au.