

Warranty

DXRacer Canada INC. promises to repair or replace any DXRacer Canada INC. product or component that DXRacer Canada INC. finds to be defective in material or workmanship within two (2) years, and a Lifetime warranty on the steel frame* of our chairs. DXRacer will honor the warranty from the date of 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:

This warranty does not apply and no other warranty applies to:

- Wear and tear, which are to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by DXRacer Canada INC.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Damage inflicted against the chair.
- Office Accessories have a one year warranty.

A note in regards to color variations, fabrics and finishes:

DXRacer does not warrant the color-fastness or matching of colors, grains, or textures of covering materials.



TO THE EXTENT ALLOWED BY LAW, DXRACER Canada INC. 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.

To obtain service under this warranty:

If you purchased your chair directly through www.dxracer.com/ca then please contact Warranty@DXRacer.com.

*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.

If you purchased your chair through a licensed 3rd party vendor, then please contact their representative directly. If you are unable to reach them, please contact our customer service department at Contact@DXRacer.com.

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 the warranty that would come with your purchase.

If purchased in Canada, you must have a physical proof of purchase.

Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.

If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished. Note: Shipments can take 4-8 weeks to arrive to our warehouse.

Parts, excluding bucket seats and backrests, are available to be purchased through Contact@DXRacer.com.

If your chair was damaged upon arrival please reach out to Warranty.canada@dxracer.com within 7 days of receiving your chair.

*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 to the exterior of the chair are considered 'parts' which are covered under a 2 year warranty. Warranty hours of operation are Monday-Friday 8:30am to 5:00pm EST, and closed on Saturday, Sunday and legal holidays.