

## **GTRACING WARRANTY On WAYFAIR**

GTRACING is a brand that values transparency and building good relationships with our valued customers. Therefore, we employ no questions asked warranty policy for all our customers.

### **Standard 1 -Year Limited Warranty**

If for any reason your GTRACING products are damaged, malfunctioning or have any issues, GTRACING will take full responsibility for your product within 2 year after the purchase date on most items.

### **For GTRACING ACE Series:**

Have your warranty extended to a total of 5 years when you show us a public post or review of your ACE Series chair!

- 1.Take a photo of your new GTRACING ACE Series Chair.
- 2.Post it on Product Review, Facebook, Instagram, Twitter, Reddit, Youtube or Twitch(open to Public only).
- 3.Mail the Screenshot or the post URL with your order ID, name and address to [cheng@gtracing.com](mailto:cheng@gtracing.com).

### **OUR COMMITMENT TO YOU:**

All GTRACING customers qualify for full access to our no questions asked warranty immediately after purchase. If you ever have any inquiry's regarding whether or not your product is still under warranty just email us at [cheng@gtracing.com](mailto:cheng@gtracing.com) and inquire about your warranty status. We will ask for:

- 1.the Full Name used in the order
- 2.the Order Number
- 3.the Washing Label below the Seat Cushion

Our Warranty against:

- 1.missing parts at the time of delivery;
- 2.parts damaged at the time of delivery or within 2-year warranty;
- 3.major parts should be include: pillows,cushions,armrests,base,wheels,ect.

## TO RECEIVE WARRANTY SERVICE, PLEASE:

- 1.Contact our Customer Service Department at [cheng@gtracing.com](mailto:cheng@gtracing.com) and advise them of the nature of the issue. Customer Service will provide you with information as to how to proceed.
- 2.Please remember, product returned for warranty claims must be accompanied by the original order number as well as written details regarding the nature of the problem, the location of the product, etc.
- 3.If your product is returned, please retain a copy of the shipping information for your records.

Customer Service Hotline: 866 636 4448 ( M-F 9:00am~6:00pm, Pacific time)

Email: [cheng@gtracing.com](mailto:cheng@gtracing.com)

Marketing: [marketing@gtracing.com](mailto:marketing@gtracing.com)

## RETURNS & REFUNDS

We pride ourselves in our product quality with strict quality control checks in place. To provide you with additional peace of mind, we also offer a comprehensive **30 Day** Returns guarantee for each orders. Buy with confidence and enjoy a great shopping experience!

### FREE RETURNABLE ITEMS

Items that can be returned/refunded or exchanged within 30 days of receiving must follow the criteria as below:

New and uninstalled.

Items received in the incorrect size/color.

Faulty items damaged/broken or soiled upon arrival.

Unused and unworn item(s) that have not met your expectations within 30 days of receiving

### NON-RETURNABLE ITEMS

We will not accept returns in the following conditions:

Items outside the 30 days warranty time-frame.

Washed, worn, used or misused items.

If you still return it, the return shipping fees should be at buyer's responsibility, and we'll charge 15% for the usage.