



- **1 Year Limited Manufacturer Warranty**

What does our warranty cover?

Tablet Express provides a 1-year limited manufacturer warranty on our devices from the date of purchase. For accessories such as batteries, USB cable, and chargers, we provide a 3-month warranty. Our warranty does not cover any kind of physical/personal damages such as cracked screens, broken buttons, etc. For any physical damage due to mishandle by shipping carrier, customer must report to us within 72 hours.

****PLEASE NOTE:** Tablet Express only repair and replace products purchased directly from TabletExpress. Verification of purchase is needed to redeem the warranty.**

Warranty covers:

- Any technical problem (software problem) within 1 year.
- Defects which arise as a result of normal use of the product.

Warranty does not cover:

- Improper or inadequate maintenance
- Misusage and mishandling
- Fire, flood, etc.
- Damaged due to incorrect voltage use
- Physical damage with any reason
- Unauthorized modification or alteration warranty.

What is the No Reason return policy?

We accept "No Reason" returns within 30 days of purchase. Please note that unless the item you bought was DOA (dead on arrival), the product you bought will be subject to a 20-25% restocking fee and also keep in mind that you are responsible to ship the device back to us at your own expenses.

We allow our customers to exchange devices within 30 days of the purchase date. The device must be in new condition in order to process the exchange. Customer will be responsible for the price difference. Shipping fees may apply.

What is the refund, replace & repair policy?

- Refund—within 30 days of purchase
- We will issue a full refund on any items that are received defective or become defective within 30 days of the purchase date (exclude shipping cost). No refund will be issued after 30 days of purchase therefore the device should be received within . We will only offer replacement or repair services after 30 days and within 90 days of purchase.
- Replace—within 90 days of purchase
- If the device has any kind of problem within warranty coverage and is reported to us within 30 days of purchase date, we will provide both ways ground shipping and cover all the freight costs within the U.S.
- After 30 days and within 90 days of purchase date, we will take care only one-way ground shipping. You will be responsible for the expenses of returning the device. No replacement will be granted after 90 days of purchase date.
- Repair
- After 90 days of purchase date, for any kind of repair service, customers are responsible to pay for repair fee and shipping cost. Customer service department will provide the details, repair service fee, and issue a Repair Form to process request. We will not process any repair service without payment.

*****Please do not ship any SD card, Micro SD card, SIM card, tablet case or any other personal item(s) to us if you are doing replacement or repair service. Our company are not responsible to any customer personal item(s).*****

What if the item I receive is defective or damaged?

- If the item you receive is defective or damaged when you received the package, you can request a replacement or refund. Please check your item(s) immediately upon delivery.
- If the device is damaged upon arrival, customer must report to us within 72 hours after delivery. We will not be responsible for any claims reported after 72 hours of the delivery. Please keep the original package box.

How do I make a return or exchange?

- Any Return or Exchange requires an RMA (Return Merchandise Authorization) Number and Form, which is valid for 14 days from the issue date. To obtain an

RMA Number and Form, please contact TabletExpress Customer Service. Return process may take 1-5 business days; exchange and replacement process may take 1-5 business days from the time your item(s) has received by us.

PLEASE NOTE: You must obtain a [Return Material Authorization](#) (RMA) number, and RMA Form or Repair Form before sending any product to us. All RMA numbers, RMA Form, and Repair Form are only valid for 14 days from date of issuance. These forms are valid only for the product that you have reported to us. No replacement/refund/exchange request will be processed without a valid RMA number and a filled RMA form or Repair form.

About Restocking Fee

- TabletExpress reserves the right to test “dead on arrival” devices return and subject to a restocking fee equal to 20% of the product sales price. Any returned device with missing parts or accessories that originally come with device will be charged for 20-40% restocking fee.

*******Please note: The above policy apply to Amazon customer who purchase directly from TabletExpress, AKASO store, TE outlet and Dragon Touch Direct. The replace policy may vary, depend on the selling channel. Please confirm with our customer service department*******

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.