

Warranty statement

Warranty statement

In order to provide better customer service to all huion customers, Huion provides a one year warranty for each Huion product, but it is only eligible for the items which are purchased directly from Huion authorized stores.

Ask for a Replacement

Please be assured that if there's a product quality problem within one year from the purchase date, we can help you apply a replacement unit with the following information provided.

- 1) Product serial number (on the back of the unit);
- 2) Product order number;
- 3) Purchase link where you bought this item;
- 4) A video or some pictures that can show the problem clearly.

Once the replacement application is approved, we will send you a replacement unit for free. However, the shipping fee will be borne by the buyer if it has exceeded 30 days from the purchase date.

Return with quality issues

You have 30 days (from date of purchase) to request a return/refund. You need to request a return in 7 calendar days past the maximum estimated delivery date OR 30 days from the order date, whichever is later. That is to say, you will have at least 7 days to request a return if there's a product quality problem.

Return without quality issues

You have at least 7 days to request a return if you are not satisfied with the product you bought or if you have some other subjective views, 8% restocking fee and shipping fee both way will be borne by the buyer if return without defect within 30 days of order.

Contact us **1(302) 319-9975**

PST: 4:30PM--3:00AM

service@huiontablet.com

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.