

AFTER SALES SERVICE

2025

After Sales Service Commitment



I. Brief Summary

1. All TAIDEN products (except for the items indicated otherwise in below) are warranted in good repair for free for 3 or 5 years from the date of ex-factory, accidental damages excluded.

Warranty Period Summary

Product Line	Product Type	Warranty
1.Conference Systems 2.Professional conferences sound reinforcement system 3.Classroom Systems	TAIDEN Conferencing products	Five Years
	TAIDEN Education products	Three Years
	TAIDEN Professional conference sound reinforcement system	Three Years
	Motorised movement system, camera, electronic nameplate, sign-in machine, IC card, headphones/headset/earphone, battery, power adapter, video card, PC, storage case, transport cabinet	One Year
	Cables, foam inserts, sponge ear pads, sponge windshield for microphone , connectors and mounting brackets	No Warranty

2. TAIDEN offers free training for system operators for the client, while the trainees have to bear the accommodations and travel expenses themselves.

II. Warranty Terms

TAIDEN assures that products with very few exceptions are warranted in good repair for free for 3 or 5 years from the date of ex-factory. Should your products need warranty service, please contact the distributor or dealer from whom the products were purchased or contact the assigned service point for maintenance purpose.

Note: Before returning any products to TAIDEN, you must first obtain a Return Material Authorization (RMA) from your local distributor or dealer. This ensures your returns are properly tracked, accounted for and minimizes any errors or delays.

1. TAIDEN will repair or replace the components or parts for the products which have physical defects in materials and parts and which suffered defective workmanship during the manufacturing process under warranty period for free. Then TAIDEN owns the defective replaced parts.

2. Free warranty service excludes the following:

- 1) Damage or malfunction due to the improper operation which is not following the product user manual.
- 2) Damage or malfunction caused by dropping or improper transportation.
- 3) Damage or malfunction caused by taking apart, modification of the products performed by non-TAIDEN authorized person.
- 4) Damage or malfunction caused by connecting to power supply voltage not recommended or force majeure.
- 5) Damage or malfunction caused by replacement of product housing, panel, buttons or parts.
- 6) Damage or malfunction caused by usage under unsuitable working conditions.
- 7) Change or replacement of product model label.

3. Shipping and customs clearance charges:

- 1) For conference Systems and classroom Systems, the shipping costs and customs clearance charges if any for products confirmed as warranty claims are shared between the client and TAIDEN. The party shipping out or clearing customs should take care of the freight charges and customs duties incurred.

2) For professional sound reinforcement system, the two-way shipping costs including freight charges and customs duties for warranty repairs are to be borne by the customer.

4. TAIDEN also provides maintenance service after warranty period, and is at its discretion to charge the replacement parts. The round-trip freight charge and customs duties if any for equipment returned for repairing or checking are at client's expenses.

5. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the TAIDEN Product they are replacing or in which they are installed, whichever is longer.

6. TAIDEN holds no liability for damage or malfunction due to improper installation, misuse, oversight or accident.

7. TAIDEN reserves the rights to the interpretation of the above terms.

Contact Information



For Further Inquiries

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