

## After Sales Service Policies

September 2024

### I. Brief Summary

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

Warranty Period Summary		
Product Line	Product Type	Warranty
Conference System	<b>Main Products</b> (e.g. main units, matrix switchers, conference units, stem microphones, transceivers, etc.)	<b>Five Years</b>
	<b>Accessories</b> (e.g. cameras, electronic nameplates, sign-in machines, IC cards, clip microphones, headphones/headset/earphones, batteries, power adapters, charging cases/units, servers, signal I/O cards, storage cases, transport cabinets, etc.)	<b>One Year</b>
	<b>Software, wear parts and consumables</b> (e.g. cables, foam inserts, sponge ear pads, sponge windshield for microphones, connectors and other mounting parts, stands, etc.)	<b>No Warranty</b>
Professional Conference Sound Reinforcement System	<b>Main Products</b> (e.g. power amplifiers, loudspeakers, feedback suppressors, processors, etc.)	<b>Three Years</b>
	<b>Software, wear parts and consumables</b> (e.g. cables, connectors and other mounting parts, stands, etc.)	<b>No Warranty</b>
Classroom Audio System	<b>Main Products</b> (e.g. main units, receivers, extension boxes, microphones/stem microphones, power amplifiers, loudspeakers, etc. )	<b>Three Years</b>
	<b>Accessories</b> (e.g. clip microphones, single-ear/head-worn microphones, headphones/headset/earphones, IC cards, batteries, power adapters, charging stations, splitters, etc.)	<b>One Year</b>
	<b>Software, wear parts and consumables</b> (e.g. cables, foam inserts, sponge ear pads, sponge windshield for microphone, connectors and other mounting parts, stands, etc.)	<b>No Warranty</b>

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 its products with very few exceptions are warranted in good repair for free 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. Your rights to free warranty service will automatically expire under any of the following cases:
  - (1) Warranty card and proof of purchase lost or altered.
  - (2) Damage or malfunction caused by taking apart, modification of the products performed by non-TAIDEN authorized person.
  - (3) Original serial number or product model label is deleted/defected/defaced or altered, or tamperproof seal is damaged.
  - (4) Damage or malfunction due to the improper operation which is not following the product user manual.
  - (5) Damage or malfunction caused by dropping or improper transportation.
  - (6) Damage or malfunction caused by connecting to power supply voltage not recommended or force majeure.
  - (7) Normal tear and wear parts.
3. 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.
4. TAIDEN also provides out-of-warranty repair service and it is at its discretion to charge the replacement parts. An additional warranty term of 90 days against the same defect is provided for such repairs. 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 and modification of the above terms.

