



All TaoTronics products come with 12 month full warranty from the date of its original purchase.
We only cover TaoTronics products purchased from our authorized distributors (listed below).

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If you have purchased TaoTronics products from somewhere else, please contact seller for warranty cover.

In addition, the following are excluded from TaoTronics warranty cover:

- Products purchased as 2nd hand or used
- Products purchased from unauthorized retailer and distributor
- Damage resulted from misuse and abusive action
- Damage resulted from chemical, fire, radioactive substance, poison, liquid
- Damage resulted from natural disaster
- Damage caused to any 3rd party / person / device and beyond

In addition, the following are included from TaoTronics warranty cover:

US, Canada: SunvalleyTek International Inc.

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How to make a return/exchange request

If your purchase is within our warranty cover, and you believe it is defective, you can contact us to launch your return request.

Please include all accessories, manuals, and original undamaged packaging when returning your purchase back to us. We must receive all original products in order to process your return or exchange request.

To return your TaoTronics product, please email us at support@taotronics.com with:

- • Name of product purchase
- • Your purchase order number
- • Reasons for return

Once we have received your email, our customer support staff will assist you with the rest of the returning process.

Please do not send us anything unless you are instructed to do so.

If you have any questions regarding our products or services, please feel free to drop us an email anytime or call us during working hours.

By Email:support@taotronics.com Please include your order number or the name of the product that you are interested in the email.

Please include as much information about your intention, your device setup, and any observation you have made during your usage.

This will allow us to identify the problem/issue and provide assistance as quick as possible.



We can also answer your PR, media, and wholesale enquiries. Just let us know how we can help.

By Phone: 1-888-456-8468 ext: 4

Our working hours are from 8:00 am to 5:00 pm, Monday to Friday, PT

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.