

1-Year Limited Hardware Manufacturer Warranty

RESIDENTIAL HARDWARE PROTECTION & TECHNICAL SUPPORT CHARTER

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic **SuperBox S6**, **SuperBox S7** & **SuperBox S8** devices with full warranty support in US & Canada. When you invest in premium Android streaming hardware, you deserve the confidence that your device will operate reliably day in and day out. Every SuperBox unit fulfilled through our official store is subjected to rigorous quality control inspections before leaving our City of Industry facility.

In the event of an unexpected hardware defect or component malfunction, this Warranty Policy guarantees an expedited, transparent resolution designed to restore your home entertainment system with zero friction. This warranty policy is established in strict compliance with the United States Magnuson-Moss Warranty Act (15 U.S.C. § 2301), providing clear terms, statutory rights, and professional domestic support across all 50 states and Canadian territories.

[SEC-01] Warranty Specifications at a Glance

Warranty Parameter	Official Technical Specification
Warranty Duration	1 Year (365 Days) from original date of purchase
Covered Hardware	All SuperBox S8, SuperBox S7, and SuperBox S6 series devices, original power supplies, and Voice Remotes
Warranty Remedy	Certified factory repair or brand-new replacement unit at no cost for hardware defects
Service Center Location	Central Service Center: City of Industry, California, United States
Repair & Dispatch Turnaround	3 to 5 business days following delivery at our service center
Coverage Continuity	Serviced units carry remaining original warranty or 90 days (whichever is greater)

*If a hardware defect or technical incompatibility is identified within the initial 30 days post-delivery, you are not limited to standard warranty repairs. You maintain the full legal right under our **Refund and Returns Policy** to request a complete monetary refund or direct unit exchange.*

[SEC-02] Comprehensive Hardware Coverage

Our 1-Year Limited Warranty protects against manufacturer defects, internal component breakdown, and factory assembly faults that occur during normal, residential use. Protected components include:

Motherboard & Processing Architecture [SYS] Complete coverage for mainboard component failures, central processing unit (CPU) failure, graphics processing unit (GPU) breakdown, and integrated DDR RAM memory read/write errors.	Wireless & Wired Networking [NET] Coverage for internal Wi-Fi dual-band / Wi-Fi 6 wireless chips, integrated Bluetooth radio modules, and RJ45 Gigabit Ethernet port hardware failures that inhibit network connectivity.
Audio & Visual Output Interfaces [A/V] Hardware protection against failure within the HDMI output port, ensuring uninterrupted video streaming signal and multi-channel digital audio transmission to your television.	External Connectivity Ports [I/O] Full coverage against mechanical or electronic defects affecting integrated USB 2.0 and USB 3.0 ports, preventing communication with external storage or peripheral accessories.
Factory Original Power Adapter [PWR] Replacement coverage for sudden internal component failure or power delivery breakdown occurring in the manufacturer-supplied AC power adapter.	SuperBox Voice Remote Control [CTL] Complete hardware coverage for internal circuit board defects, microphone pickup failure, and physical button contact switch failures within the original SuperBox Voice Remote.

[SEC-03] Warranty Exclusions and Non-Covered Scenarios

To ensure equitable warranty administration, this policy applies exclusively to factory defects under normal operating conditions. Disqualifying scenarios include:

Exclusion Category	Specific Disqualifying Examples
Physical Damage	Crushed chassis, cracked outer shell, severe drops, cracked motherboard from external impact
Liquid & Environmental	Liquid spills, water submersion, steam corrosion, exposure to extreme high humidity
Surges & Power Supply	Lightning strikes, utility grid surges, usage of unauthorized third-party power bricks with incorrect voltage
Software Modifications	Rooting the Android OS, flashing custom ROMs, modifying device bootloader, unauthorized kernel alteration
Cosmetic Wear & Tear	Normal exterior scuffs, light surface scratches, or cosmetic fading that does not impair hardware performance
Third-Party Apps & IPTV	Performance buffering, server downtime, or policy changes of third-party APKs or external streams (see Legal Disclaimer)

[SEC-04] REPAIRED & REPLACEMENT DEVICES

- **Extended Protection Rule:** Replacement hardware inherits the remaining days of your original 365-day term, OR receives 90 days of limited warranty from dispatch, whichever offers longer coverage.
- **Brand New Reserve:** Dispatched units are sourced directly from dedicated domestic reserves at our City of Industry distribution hub.

[SEC-05] NON-TRANSFERABILITY & PROOF

- **Strict Non-Transferability:** Belongs strictly to the original purchaser identified on the commercial sales receipt or invoice. Does not transfer to secondary owners.
- **Proof of Purchase:** Your official Order ID number and purchase confirmation email from SuperBox for TV are required to authorize any claim.

[SEC-06] Five-Step Warranty Claim and RMA Process

- 01 Contact Technical Support:** Reach our dedicated support team under our Customer Support & Dispute Policy via WhatsApp at **+1 (857) 995-2773** or via email at support@superboxfortv.com. Provide your Order ID, device serial number, and a clear summary of symptoms.
- 02 Remote Diagnostic Screening:** A certified technician will guide you through remote diagnostics. Over 70% of reported issues involving connectivity, video resolution, or cache memory are resolved within 30 minutes via guided troubleshooting, eliminating the need to ship hardware.
- 03 RMA Authorization Issuance:** If the technician determines that an internal hardware component has failed, an official RMA Number and detailed shipping instructions will be issued to your email on the same business day.
- 04 Secure Parcel Dispatch:** Securely package the defective SuperBox unit, power supply, and remote control in sturdy protective boxing. Clearly mark your assigned RMA Number on the outside package and ship to our California facility via USPS, UPS, or FedEx.
- 05 Inspection, Resolution, and Return Shipping:** Upon arrival, technicians inspect and verify the fault. Within 3 to 5 business days, a repaired or brand-new replacement unit is dispatched back with complimentary return tracking provided under our Shipping Policy.

[SEC-07] State and Provincial Consumer Protection Notice

This warranty grants you specific legal rights under United States and Canadian federal and provincial consumer laws. You may also possess additional statutory rights that vary from state to state or province to province. Certain jurisdictions do not permit limitations on how long an implied warranty lasts, or allow the exclusion or limitation of incidental or consequential damages. In such jurisdictions, the above limitations apply to the maximum extent permitted by applicable law.

[SEC-08] Central Service Center and Technical RMA Desk**SuperBox for TV – Technical Service & RMA Center**

15427 E Valley Blvd, City of Industry, CA 91746, United States

Official Technical Support: support@superboxfortv.com | **Direct Service Hotline / WhatsApp:** **+1 (857) 995-2773**

[SEC-09] Contact Us & Official Business Identification**SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER****ID: SP20250414002**

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox S6, SuperBox S7 & SuperBox S8 devices with full warranty support in US & Canada.

Corporate Details:

- Website: <https://superboxfortv.com/>
- Brand / Entity: SuperBox Official Store LLC
- United States Central HQ: 15427 E Valley Blvd, City of Industry, CA 91746, USA

Helpdesk & Hours:

- Official Support Email: support@superboxfortv.com
- Direct Support Phone / WhatsApp: **+1 (857) 995-2773**
- Operating Hours: 24/7 Priority Live Support (Customer Care Office: Mon – Fri, 9:00 AM – 6:00 PM EST)

OFFICIAL SOCIAL PROFILES

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[Trustpilot](#) [Trustindex](#) [Trustburn](#) [Scamadviser](#)

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