

Customer Support & Dispute Resolution Policy

HELPDESK CHANNELS, SERVICE LEVEL AGREEMENTS & ESCALATION FRAMEWORK

SuperBox for TV is an authorized SuperBox dealer, ensuring 100% authentic SuperBox TV Box devices including **SuperBox S6**, **SuperBox S7** & **SuperBox S8** with full warranty support in US & Canada. We believe that purchasing premium Android TV technology should be paired with prompt, accessible, and knowledgeable technical support.

Whether you require guidance setting up your wireless network for your SuperBox device, need assistance pairing your Voice Remote, or have a question regarding billing or delivery, our domestic support team is dedicated to delivering swift, equitable solutions. Direct, collaborative communication between customer and retailer consistently resolves issues faster, more effectively, and with less frustration than bank-mediated dispute processes.

[SEC-01] Official Customer Support Channels

To accommodate users across all North American time zones, SuperBox for TV maintains multi-channel assistance staffed by certified product technicians and customer service representatives:

24/7 PRIORITY LIVE SUPPORT

For immediate troubleshooting, remote network setup guidance, and urgent hardware inquiries, connect with a live technician via WhatsApp at **+1 (857) 995-2773** 24/7/365.

CUSTOMER CARE OFFICE LINES

For pre-purchase consultations, order tracking, address changes, and billing invoices, our line is open Mon–Fri from 9:00 AM to 6:00 PM EST via WhatsApp/Phone at **+1 (857) 995-2773**.

ELECTRONIC HELPDESK

For formal warranty claims under our Warranty Policy, diagnostic logs, photo/video evidence, and RMA processing, contact our ticketing desk at **support@superboxfortv.com**.

All return authorizations and exchange requests are processed in strict compliance with the criteria established in our Refund and Returns Policy. Direct engagement ensures immediate RMA issuance and prevents unnecessary banking arbitration holds.

[SEC-02] Service Level Agreements and Response Benchmarks

We operate under strict Service Level Agreements (SLAs) to ensure every customer inquiry receives prompt, accountable attention:

Inquiry Category	Primary Support Channel	Committed Response SLA
Order Tracking & Shipping Updates	Email & Live WhatsApp Hotline	4 to 12 hours
Technical Setup & Connectivity	24/7 WhatsApp Technician Line	1 to 6 hours (24/7/365)
RMA Authorization & Returns	Email: support@superboxfortv.com	Within 24 business hours
Billing & Payment Reconciliation	Customer Care Office Desk	Within 24 business hours
Escalated Management Review	Executive Management Panel	24 to 48 business hours

[SEC-03] REQUIRED CASE INFORMATION

To accelerate technical triage, prepare:

- **Order ID:** Stated on your email confirmation receipt.
- **Serial Number:** Barcode sticker on underside of unit.
- **Symptom Details:** Error messages, TV screen codes.
- **Troubleshooting Taken:** Reboots, HDMI reseating.
- **Visual Proof:** Photos or short video clips of error.

[SEC-04] TECHNICAL SUPPORT BOUNDARIES

Supported: HDMI display setup, Wi-Fi 6 / Ethernet network optimization, Bluetooth Voice Remote pairing, cache clearing, factory resets, official OTA firmware, and hardware diagnostics.

Non-Supported: Third-party app content, external APK bugs, independent IPTV vendor playlists, or copyright circumvention.

[SEC-05] Structured Three-Tier Dispute Resolution Framework

If a service encounter or technical issue requires escalation beyond standard troubleshooting, SuperBox for TV employs a formalized three-tier dispute resolution mechanism:

T1 Tier 1 — Frontline Technical Resolution: Certified frontline agents conduct initial triage, verify carrier delivery logs, or provide guided troubleshooting. Resolves over 90% of issues on first contact within 30 minutes.

T2 Tier 2 — Senior Specialist Review: Complex hardware faults, international customs delays, or billing escalations are transferred to Senior Specialists. An in-depth audit and formal plan are provided within 24 business hours.

T3 Tier 3 — Executive Management Settlement: Cases unresolved at Tier 2 are reviewed directly by the Executive Management Team. A binding written proposal (brand-new unit replacement, full refund) is issued within 48 business hours.

[SEC-06] DIRECT RESOLUTION VS CHARGEBACKS

- **Speed Advantage:** Reaching out directly resolves concerns within 24–48 hours, versus 60–90 days for adversarial bank arbitration.
- **Fraud Zero-Tolerance:** Filing chargebacks claiming non-receipt when carrier GPS confirms delivery, or after operating hardware, violates federal commerce law and results in immediate blacklist reporting.

[SEC-07] COMMERCIAL ARBITRATION (AAA)

Unresolved commercial controversies are settled through binding commercial arbitration administered by the American Arbitration Association (AAA) in Los Angeles County, CA, or virtually. Proceedings occur strictly on an individual basis with full class-action waiver.

[SEC-08] Customer Support & Legal Entity Contact Details**SuperBox for TV – Customer Care & Dispute Resolution Department**

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

Official Support Email: support@superboxfortv.com | **Direct Hotline / WhatsApp (24/7):** **+1 (857) 995-2773**

[SEC-09] Authorized Reseller Entity & Helpdesk Directory**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 & HQ:

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

Customer Care & 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[Facebook](#)[X \(Twitter\)](#)[Pinterest](#)[LinkedIn](#)[YouTube](#)[TikTok](#)[Instagram](#)[Threads](#)[Tumblr](#)[Bluesky](#)**VERIFIED REVIEWS & TRUST PROTECTION**[Trustpilot](#)[Trustindex](#)[Trustburn](#)[Scamadviser](#)**Official Customer Care & Dispute Directive · SuperBox Official Store LLC****15427 E Valley Blvd, City of Industry, CA 91746**