

30-Day Money-Back Guarantee & Return Policy

RMA AUTHORIZATION, INSPECTION CRITERIA & FULL REFUND PROTOCOLS

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. Our promise to you is built on absolute confidence in the quality of our hardware. We back all Android TV devices with an ironclad 30-Day Money-Back Guarantee.

If you are not completely satisfied with your SuperBox S8, S7, or S6 model, our return process is designed to be transparent, efficient, and completely hassle-free. All authorized return merchandise must be securely packaged and routed back to our City of Industry distribution facility using an approved tracked carrier as outlined in our Shipping Policy.

[SEC-01] Policy Summary at a Glance

Policy Element	Official Operational Specification
Return Window	30 days from the date of final carrier delivery timestamp
Restocking Fee	\$0.00 – Zero hidden fees or administrative deductions
Return Shipping (Defective Unit)	Free prepaid trackable shipping label issued by SuperBox for TV
Return Shipping (Discretionary)	Customer provides trackable return postage (USPS, FedEx, or UPS)
Refund Processing Timeline	3 to 5 business days following physical warehouse inspection and sign-off
Central Return Hub	City of Industry, California fulfillment and returns facility

Every entry-level, mid-range, and flagship model across the SuperBox S6, S7, and S8 family receives the exact same 30-day money-back safeguard, guaranteeing equal consumer rights regardless of unit tier or price point.

[SEC-02] What Qualifies for a Full Refund Return

To ensure a smooth processing experience and guarantee full refund authorization, returns must satisfy all criteria below:

- **Original Retail Packaging:** The hardware must be returned inside its original, undamaged manufacturer box with all internal form inserts intact.
- **Complete Accessories:** All original components must be included: high-speed HDMI cable, Voice Remote, factory power supply, and user guide.
- **Physical Condition:** The physical unit must be free from post-delivery impacts, liquid ingress, heavy scratches, or structural defects.
- **Serial Number Integrity:** The device serial number barcode (S/N) and MAC address stickers must be legible, intact, and match our sales registry.
- **Original Factory Firmware:** The operating system must retain original factory firmware without unauthorized bootloader unlocking or root modifications.
- **Timely Initiation:** The return ticket must be officially logged with our support desk within thirty (30) calendar days of delivery.

When technical malfunctions occur past the initial 30-day refund threshold, protection seamlessly transitions to our 1-Year Limited Hardware Manufacturer Warranty, providing comprehensive replacements throughout the remaining 11 months of coverage.

[SEC-03] NON-QUALIFYING SCENARIOS

- Hardware physically dropped, water-damaged, or disassembled.
- Returns missing essential items like the Voice Remote or power brick.
- Operating systems wiped, flashed, rooted, or running custom ROMs.
- Requests initiated after the 30-day window has lapsed.
- Units purchased through unauthorized third-party gray-market sellers.

[SEC-04] PRE-SHIPMENT ORDER CANCELLATIONS

- Orders placed prior to 2:00 PM EST can be intercepted and cancelled same-day for an immediate 100% refund.
- Parcels already sorted, palletized, and scanned by logistics carriers cannot be stopped mid-transit; standard RMA procedures apply once delivered.

[SEC-05] The Step-by-Step RMA Workflow

Packages sent back without an authorized RMA number will be rejected at the warehouse receiving dock:

- 01 Request Your RMA:** Contact support via email at support@superboxfortv.com or WhatsApp at **+1 (857) 995-2773**. Provide your Order ID and the exact reason for return.
- 02 Receive Authorization:** Within 24 business hours, our desk validates eligibility and issues an official RMA Number with return shipping guidelines.
- 03 Pack and Ship:** Pack the device and accessories inside a sturdy outer shipping carton. Clearly write your RMA Number on the outer shipping box (do not write on retail packaging).
- 04 Warehouse Verification & Refund:** Upon arrival in City of Industry, technicians inspect the unit. Approved refunds are released back to your original payment method in 3 to 5 business days.

[SEC-06] Defective Hardware (DOA) vs. Discretionary Returns**DEFECTIVE HARDWARE (DEAD ON ARRIVAL)**

If hardware arrives non-functional or experiences component failure within 30 days, SuperBox for TV assumes full financial accountability. A complimentary prepaid return shipping label is issued immediately upon RMA authorization.

DISCRETIONARY RETURNS (PREFERENCE CHANGE)

If returning due to personal preference change or lack of need, the customer provides return postage using any trackable courier (USPS, FedEx, UPS). Zero restocking fees are deducted from your final refund balance.

[SEC-07] Warehouse Inspection Checklist & Banking Clearance

Inspection Protocol: Each returned box is examined for structural integrity, intact serial numbers, original accessories, and unaltered factory software. Units failing inspection due to post-delivery misuse or missing parts are subject to partial credit or return rejection with photographic proof provided.

Bank Settlement: Refunds are strictly issued to the original payment method (Visa, MC, Amex, Discover, PayPal, Apple Pay). Banking networks typically require an additional 3 to 5 business days to post credits. Maximum turnaround from warehouse arrival to cleared funds is 8 to 10 business days.

[SEC-08] Transit Damage Claims & Hardware Exchanges**48-HOUR TRANSIT DAMAGE NOTICE**

Visible courier damage or missing items must be reported within 48 hours of delivery. Forward photos of the outer box, shipping label, and damaged hardware to support@superboxfortv.com for an immediate replacement dispatch.

HARDWARE EXCHANGE & MODEL UPGRADES

Customers may request a direct unit exchange or upgrade from one model tier to another (e.g., S6 Pro to S8 Ultra). Your credited return balance is seamlessly applied to the new device, and you only pay the retail price difference.

[SEC-09] Frequently Asked Questions**Can I return a SuperBox bought as a gift?**

Yes. Returns are accepted within 30 days; however, funds must return to the original payment method per anti-fraud rules.

What if the box is opened but unused?

Open-box hardware in like-new condition with all original cables and remotes receives 100% full refund authorization.

How do I track my return parcel?

Retain the carrier tracking number upon shipment. Automated email receipts are triggered upon dock check-in.

Can I return accessories standalone?

Accessories must accompany the primary unit for full refund. Individual accessory requests are handled case-by-case.

[SEC-10] Central Return Hub & Authorized Reseller 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 & Returns Hub:

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

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