

Shipping & Express Fulfillment Policy

FULFILLMENT VELOCITIES, CARRIER BENCHMARKS & TRANSIT PROTECTION

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 purchase high-performance Android TV hardware, you expect it to arrive promptly, safely, and without hidden logistical expenses.

We take immense pride in providing free express shipping across the United States on all SuperBox hardware orders, ensuring your device travels securely from our domestic fulfillment center directly to your doorstep. Our shipping operations are engineered to meet and exceed United States consumer delivery standards, Payment Policy security checkpoints, and Google Merchant Center fulfillment guidelines, providing clear cutoff schedules, verified carrier partnerships, and complete transit insurance on every parcel.

[SEC-01] Order Processing and Daily Dispatch Schedule

To maintain maximum fulfillment velocity, our City of Industry warehouse operates on a disciplined daily dispatch workflow from Monday through Friday:

Order Placement Timing	Processing Time	Scheduled Carrier Dispatch
Orders placed before 2:00 PM EST (Mon – Fri)	Same Business Day (0 days)	Dispatched the same afternoon
Orders placed after 2:00 PM EST (Mon – Thu)	1 Business Day	Dispatched the following morning
Orders placed on Friday after 2:00 PM EST	1 Business Day	Dispatched Monday morning
Weekend and US Federal Holiday orders	1 Business Day	Dispatched the next official business day

[SEC-02] Delivery Zones, Shipping Rates, and Transit Times

Delivery Destination	Carrier & Service Level	Transit Time	Shipping Fee
Contiguous US (Lower 48)	USPS Priority / FedEx / UPS	2 to 4 business days	FREE (All Orders)
Alaska, Hawaii, & Puerto Rico	USPS Priority Mail Express	3 to 6 business days	Calculated live rate
PO Boxes & Military APO/FPO	USPS Priority Mail Only	3 to 7 business days	FREE
Canada (All Provinces)	Canada Post / FedEx Intl	4 to 7 business days	Calculated live rate

All contiguous United States shipments include end-to-end tracking, door-to-door delivery confirmation, and comprehensive loss coverage at zero additional cost to the customer.

[SEC-03] Authorized Carrier Partners

To guarantee reliability, speed, and careful handling, SuperBox for TV exclusively partners with premier logistical carriers in North America:

USPS PRIORITY MAIL

Utilized extensively for rapid Priority Mail transit, residential addresses, PO Boxes, and military APO/FPO destinations. Most residential deliveries arrive within 2 to 3 delivery days.

FEDEX HOME DELIVERY

Delivers residential shipments across the contiguous states, providing Monday through Sunday residential routes, commercial handling, and precise delivery window estimates.

UPS GROUND SERVICE

Handles multi-unit orders and commercial deliveries, offering enterprise-grade barcode tracking, scheduled dispatch checkpoints, and dedicated regional hub logistics.

CANADA POST & FEDEX INTL

For Canadian customers, cross-border shipments clear customs through pre-sorted electronic documentation to ensure minimal border transit delays and prompt local delivery.

[SEC-04] Real-Time Barcode Tracking and Delivery Confirmation

The moment your order is packed and scanned by the carrier at our fulfillment dock, an automated dispatch notification is sent directly to your registered email address. This message includes:

- **Carrier Identification:** The selected carrier partner name (USPS, FedEx, or UPS Ground).
- **Tracking Master Barcode:** Your official numeric and alpha-numeric tracking number.
- **Live Gateway Monitor:** A direct one-click link to monitor real-time parcel movements 24 hours a day, 7 days a week.

Carrier tracking scans generally update within 4 to 8 hours following physical warehouse pickup. If your tracking confirmation email does not appear in your inbox within 24 hours on a business day, please inspect your spam or promotions folder prior to contacting customer support.

[SEC-05] Address Accuracy and 1-Hour Modification Window**1-HOUR GRACE PERIOD**

Because our fulfillment warehouse utilizes automated pick-and-pack routing to guarantee same-day dispatch, address changes must be submitted promptly within **1 hour** of completing checkout. Contact our support desk immediately to halt processing and update records.

PACKAGES ALREADY IN TRANSIT

Once a parcel has been scanned by the logistics carrier, destination address corrections must be handled directly through the carrier's package intercept tools (FedEx Delivery Manager or UPS My Choice). Any carrier-mandated rerouting fees are the responsibility of the customer.

[SEC-06] Protection Against Lost Shipments in Transit

While courier transit across North America is overwhelmingly reliable, occasional routing exceptions occur. SuperBox for TV protects every customer from logistical losses:

- **Trace Protocol:** If your tracking number shows no movement or update for five (5) consecutive business days, contact our support team immediately via our Customer Support & Dispute Policy protocols.
- **Logistics Investigation:** Our fulfillment team will immediately open an expedited GPS carrier trace and investigation with USPS, FedEx, or UPS.
- **Guaranteed Free Replacement:** If the carrier confirms the parcel is lost, stolen in transit, or misrouted beyond recovery, we immediately dispatch a brand-new replacement unit via express shipping at zero cost to you. All carrier claims are handled entirely by our logistics division on the backend.

[SEC-07] Protection Against Transit Damage

We package all SuperBox hardware in durable, impact-resistant industrial boxing designed to withstand rigorous courier transit. In the rare event that a package arrives damaged:

- 01 Carton Inspection:** Photograph the unopened, damaged shipping carton from multiple angles, clearly showing the courier shipping label and the damaged outer packaging.
- 02 Hardware Check:** Inspect the internal hardware. If the device chassis, power supply, or Voice Remote exhibits damage, take detailed photos or a brief video clip.
- 03 Expedited Submission:** Submit the photos to our customer support desk at support@superboxfortv.com within 48 hours of carrier delivery for immediate prepaid RMA dispatch.

[SEC-08] Holiday Peak Season Schedules

During high-volume shopping periods (Black Friday, Cyber Week, Christmas), carrier transit times may experience minor seasonal adjustments. To guarantee delivery before December 25th, orders should be finalized no later than **December 18th**.

[SEC-09] Cross-Border & International Terms

Canadian shipments are subject to applicable provincial taxes (GST/PST/HST) assessed by CBSA or checkout calculators. International inquiries outside North America must contact our helpdesk for regional power plug verification prior to checkout.

[SEC-10] Central Fulfillment Facility Location**SuperBox for TV Fulfillment Facility & Logistics Hub**

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

Official Logistics Support: support@superboxfortv.com | **Direct Tracking Helpline / WhatsApp: +1 (857) 995-2773**

[SEC-11] Contact Us & Official Business Identification**SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER****ID: SP20250414002**

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Corporate Details:

- 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

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)

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