

Terms of Service & Commercial Framework

COMMERCIAL AGREEMENT, OPEN-PLATFORM TERMS & OPERATING GUIDELINES

SuperBox for TV is an authorized SuperBox TV dealer, ensuring 100% authentic **SuperBox S6**, **SuperBox S7** & **SuperBox S8** devices with full warranty support in US & Canada. By accessing our website, browsing our product catalog, or purchasing SuperBox hardware, you agree to be legally bound by these comprehensive Terms of Service. These terms are established to ensure a transparent, safe, and legally compliant commercial environment for all customers.

Please read this agreement thoroughly prior to placing an order, as it governs your access to our online storefront and the purchase of any SuperBox S8, SuperBox S7, or SuperBox S6 hardware series. If you do not agree to all terms and conditions set forth herein, you must refrain from accessing this website and utilizing our shopping infrastructure.

[SEC-01] Hardware Distribution and Open-Platform Architecture

SuperBox for TV operates exclusively as an authorized retail distributor of physical, open-platform Android TV hardware:

PHYSICAL DISTRIBUTION ONLY

We warehouse and retail physical devices only. At no point do we host, stream, broadcast, encode, transcode, relay, or resell any digital television broadcasts, live IPTV feeds, VOD media, or digital content subscriptions.

PURE ANDROID ARCHITECTURE

All SuperBox devices are delivered with an open-architecture Android operating system, functionally comparable to an unlocked personal computer, workstation, or blank consumer smartphone.

USER COMPLIANCE OBLIGATION

The end user maintains exclusive legal responsibility for any third-party software, applications, or media repositories independently installed or streamed. We disclaim any liability for third-party software misuse.

[SEC-02] Consumer Eligibility and Geographical Scope

To access our storefront and enter into binding purchase agreements, you must satisfy the following statutory requirements:

- **Legal Majority:** You must be at least 18 years of age or the age of legal majority in your state or province of residence.
- **Commercial Capacity:** You must possess the legal authority and financial capacity to authorize commercial payments in United States Dollars (USD).
- **Authorized Geographic Reach:** Our retail distribution, domestic warranty services, and customer care desks are specifically structured to serve customers residing in the United States and Canada.

[SEC-03] Account Registration, Credentials, and Security

While guests are free to browse product descriptions, creating a customer account facilitates order tracking, warranty registration, and streamlined checkout. You are solely responsible for maintaining the confidentiality of your credentials and accept full liability for all activities originating from your account. If you suspect unauthorized access, contact support@superboxfortv.com immediately.

[SEC-04] Commercial Pricing, Catalog Descriptions, and Order Cancellations

- **Currency Standard:** All prices displayed across our platform are denominated and processed in United States Dollars (USD).
- **Dynamic Pricing:** Hardware pricing, bundle offerings, and promotional discounts are subject to change without prior notice.
- **Order Acceptance & Right to Cancel:** We reserve the right to decline or cancel orders due to inventory depletion, pricing errors, unauthorized reseller activity, or fraud filter flags. In all cancellations, a prompt 100% refund is credited back to the original funding source.

[SEC-05] Payment Protocols and Secure Gateway Standards

All transactions conducted through our digital checkout are secured by enterprise cryptographic standards. We accept Visa, Mastercard, American Express, Discover, PayPal, Apple Pay, and Google Pay. Cardholder data is tokenized through PCI-DSS Level 1 certified merchant gateways; we never store raw credit card numbers or CVV codes on local servers. In the event of a billing question, customers agree to engage our support team directly prior to initiating an adversarial chargeback.

[SEC-06] Incorporation of Operational Policies by Reference

Your commercial relationship with SuperBox for TV is further governed by our operational policies, each incorporated into these Terms by reference:

Operational Policy	Codified Subject Matter & Legal Benchmark
Shipping Policy	Fulfillment schedules, same-day City of Industry warehouse dispatch, carrier partners (USPS, FedEx, UPS), and transit insurance coverage.
Refund & Returns Policy	30-Day Money-Back Guarantee, RMA authorization procedures, zero restocking fee guarantee, and bank clearance timelines.
Warranty Policy	1-Year (365-Day) Limited Manufacturer Hardware Warranty, protected internal components, exclusions, and domestic service center SLAs.
Customer Support Policy	24/7 technical helpdesk, response SLAs, three-tier dispute escalation procedures, and chargeback prevention protocols.
Privacy & Cookie Policy	Strict data minimization, CCPA/CPRA consumer protections, zero data broker sales, and browser session tracking parameters.

[SEC-07] **Firmware Updates and Maintenance Protocols**

SuperBox for TV periodically releases Over-The-Air (OTA) firmware updates to optimize stability, security patches, and interface performance. These updates are transmitted over network connections free of charge. Users are strongly urged to apply official updates promptly. Declining official firmware or applying unauthorized bootloader modifications voids warranty coverage.

[SEC-08] **Prohibited Activities and Platform Abuse**

To protect our platform infrastructure and community, the following actions are strictly barred:

- **Automated Scraping:** Deploying bots, harvesters, or scrapers to extract product listings, pricing data, or reviews without written consent.
- **Firmware Decompilation:** Reverse-engineering or attempting to extract proprietary code from hardware or factory firmware.
- **Transaction Fraud:** Submitting fraudulent orders, deploying stolen credit cards, or orchestrating synthetic test transactions.
- **Bad-Faith Chargebacks:** Initiating illegitimate chargebacks after verified carrier delivery to the designated destination address.
- **Malicious Code Injection:** Transmitting malware, denial-of-service payloads, or spam scripts through our communication portals.
- **Brand Misrepresentation:** Reselling SuperBox devices under unauthorized commercial claims or false brand affiliation.

[SEC-09] **Intellectual Property and Trademark Notices**

All content on superboxfortv.com — including layouts, branding, photography, and text — is the proprietary property of SuperBox Official Store LLC. Recognized trademarks belong to their respective corporate owners: **Android™ & Google Play™** (Google LLC); **HDMI®** (HDMI Licensing Administrator, Inc.); **Bluetooth®** (Bluetooth SIG, Inc.); **Wi-Fi®** (Wi-Fi Alliance); **SuperBox** (SuperBox IP Holders).

[SEC-10] **Limitation of Commercial Liability & Mutual Indemnification**

LIMITATION OF LIABILITY

To the maximum extent permitted by California and US law, SuperBox for TV and its officers shall not be liable for indirect, incidental, or consequential damages resulting from hardware use. Our cumulative financial liability shall not exceed the exact purchase price paid for the unit.

MUTUAL INDEMNIFICATION

You agree to defend, indemnify, and hold harmless SuperBox Official Store LLC and its affiliates from any claims, damages, liabilities, or legal expenses arising from your policy breach, copyright-infringing media streaming, or intellectual property violations.

[SEC-11] Governing Law, Mandatory Arbitration & Class Action Waiver

Governing Law: Governed by the laws of the State of California and United States federal law, without regard to conflicts of law principles.

- **Commercial Arbitration:** Any controversy or dispute shall be resolved through final, binding arbitration administered by the American Arbitration Association (AAA) in Los Angeles County, California, or conducted virtually.
- **Class Action Waiver:** All proceedings must occur exclusively on an individual basis. You explicitly waive any right to initiate or participate in class actions, consolidated suits, or representative proceedings.
- **Small Claims Option:** Either party retains the right to pursue an individual claim in small claims court in Los Angeles County, CA, or your home jurisdiction, provided the claim qualifies.

[SEC-12] Severability, Entire Agreement & Legal Correspondence

If any provision of these Terms is deemed unlawful or unenforceable, that provision shall be enforced to the maximum extent permissible, leaving remaining clauses in full effect. These Terms constitute the entire agreement between you and SuperBox for TV. Formal legal notices must be directed to: **SuperBox for TV – Legal Compliance Department**, 15427 E Valley Blvd, City of Industry, CA 91746, USA. Email: support@superboxfortv.com.

[SEC-13] Authorized Reseller Entity & Helpdesk Directory**SUPERBOX OFFICIAL STORE LLC · AUTHORIZED RESELLER****ID: SP20250414002**

SuperBox for TV is an authorized SuperBox TV 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 / 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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