1-Year Hardware Warranty Policy

365-DAY COMPREHENSIVE HARDWARE PROTECTION & RMA PROCEDURES

Our promise to you is built on absolute confidence in the quality of the hardware. **SuperBox for Sale** backs all Android TV devices with an ironclad 1-Year Hardware Replacement Warranty. In strict compliance with the Magnuson-Moss Warranty Act (15 U.S.C. § 2301), if an unexpected component failure occurs, this policy guarantees a transparent, expedited repair or full replacement with zero hassle.

01 Policy Summary at a Glance

Policy Element	Coverage Details & Operational Commitment
Warranty Duration	1 Full Year (365 Days) from original date of purchase delivery
Covered Products	All 12 SuperBox models: Series S8 (Ultra $449, Max $399, Plus $379, Pro $359), Series S7 (Ultra $381, Prime $381, Max $339, Pro $305), Series S6 (Ultra $299, Max $299, Pro $299), P7 Pro Projector ($749), original power adapters, and RC-200L voice remotes
Remedy Provided	Expert diagnostic repair or full brand-new replacement at zero cost to the customer
Service Turnaround	3 to 5 business days after diagnostic receipt at our centralized service facility
Authorized Service Hub	SuperBox Domestic Service Center, 13951 Pipeline Ave, Chino, CA 91710, USA
Initial 30-Day Window	Full eligibility under our 30-Day Money-Back Guarantee ($0 restocking fee, 1-business-day refund processing, 100% free return postage) bypassing repair queues entirely

*Should hardware defects or setup incompatibilities arise within the initial 30 days post-delivery, you are not forced into an extended diagnostic repair cycle. You retain the immediate legal right under our **refund policy** to request a complete monetary refund (processed within 1 business day with free return shipping and $0 restocking fees), bypassing RMA repair queues entirely.*

02 What Is Covered Under Warranty

- ✓ **Core Processing Hardware:** Failures of the mainboard, Allwinner quad-core CPU, Mali GPU, or DDR RAM memory modules.
- ✓ **Display & Output Ports:** Factory defects within HDMI 2.1 ports preventing audio/video transmission up to 6K resolution.
- ✓ **Power Delivery Units:** Spontaneous electrical failures of the included factory original 5V/2A power supply adapter.
- ✓ **Networking Modules:** Hardware malfunctions of internal Wi-Fi 6 chips, dual-antennas, Bluetooth 5.2, or 1000Mbps Gigabit LAN.
- ✓ **Peripheral Interfaces:** Hardware failures of USB 3.0, USB Type-C, optical SPDIF, or MicroSD/TF expansion card slots.
- ✓ **Remote Controllers:** Microphone audio failures or button circuit defects on original RC-200L Backlit Voice Remotes.

03 What Is NOT Covered Under Warranty

Exclusion Category	Exclusion Criteria & Non-Covered Examples
Physical Damage	Drops, heavy impacts, crushed chassis, cracked alloy or plastic casing, broken port connectors
Liquid & Environmental	Water ingress, spills, submersion, internal circuit corrosion from high humidity or corrosive storage
Electrical Grid Events	Power surges, lightning strikes, or use of non-original, unapproved third-party power adapters
Software & Rooting	Unauthorized bootloader unlocking, custom third-party ROM flashing, kernel tampering, or forced bricking
Cosmetic Wear	Surface scuffs, hairline scratches, or minor casing discoloration that does not affect hardware function
Third-Party Content	Individual stream buffering, network ISP speed drops, or changes to third-party streaming applications

04 Step-by-Step Hardware RMA Procedure

1. **Step 1 — Initiation:** Contact technical support via WhatsApp (+1 945 254 6147) or email (support@superboxforsale.com). Provide Order ID, device serial number, and symptom description.
2. **Step 2 — Remote Diagnosis:** A certified technician performs remote diagnostic troubleshooting. Over 70% of setup and connectivity errors are resolved remotely within 30 minutes without requiring return transit.
3. **Step 3 — Same-Day RMA Issuance:** If a physical hardware defect is verified, an official RMA authorization number and secure packaging instructions are generated on the same business day.
4. **Step 4 — Secure Transit:** Dispatch the unit to our Chino Service Center using a trackable shipping method. For valid claims within the initial 30 days, prepaid return shipping labels are provided at zero cost.
5. **Step 5 — Resolution & Express Return:** Upon receipt, the service center tests, repairs, or replaces the console. The verified unit is dispatched back via tracked FedEx / USPS within 3 to 5 business days.

05 Authorized Dealer & Warranty Support Infrastructure

SuperBox for Sale is a leading authorized dealer of SuperBox, specializing in the supply of genuine SuperBox TV boxes Series S6, S7, and S8 in the US & CAD.

WhatsApp: +1 (945) 254 6147
Email: support@superboxforsale.com
Fulfillment Center: 13951 Pipeline Ave, Chino, CA 91710

Operating Hours (EST):
Mon – Fri: 8:00 AM – 10:00 PM
Sat – Sun: 9:00 AM – 6:00 PM (24/7 Technical Support)

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