Customer Support & Dispute Resolution

MULTI - CHANNEL TECHNICAL HELPDESK & SERVICE LEVEL AGREEMENT (SLA)

At **SuperBox for Sale**, exceptional hardware is backed by responsive, domestic client care. Our customer support protocol establishes clear service level agreements (SLAs), multi - tier technical escalation workflows, and transparent dispute resolution procedures for all customers across the United States and Canada.

01

Support Channel Directory & SLA Commitments

Support Channel	Hours of Operation, Access Points & Response Commitment
Official Email Desk	**support@superboxforsale.com** - General, order tracking, and technical inquiries answered within **2 to 4 business hours**.
WhatsApp Helpdesk	**+1 (945) 254 6147** - Dedicated 24/7 technical troubleshooting and setup guidance.
Sales & Order Operations	Monday through Friday: 8:00 AM – 10:00 PM EST | Saturday & Sunday: 9:00 AM – 6:00 PM EST.
24/7 Technical Service	Certified technical specialists available 24 hours a day, 7 days a week, 365 days a year for connection and playback support.
Central Support Facility	SuperBox Customer Care Center, 13951 Pipeline Ave, Chino, CA 91710, United States.

Customer support specialists strictly utilize official **@superboxforsale.com** credentials. To protect your personal data, never share account credentials or payment details with unverified third parties on third - party forums or marketplaces.

02

Three - Tier Technical Support Protocol

- ✓ **Tier 1 - General Care:** Order status, package tracking numbers, setup navigation, and basic network connection checks.
- ✓ **Tier 2 - Advanced Technical:** Wi - Fi 6 throughput calibration, HDMI resolution matching, optical audio passthrough, and app troubleshooting.
- ✓ **Tier 3 - RMA & Warranty:** Physical component diagnostics, Return Merchandise Authorization issuance, and express hardware replacement.
- ✓ **Bilingual Assistance:** Dedicated English and Spanish technical specialists staffed across operational hours.

03

Formal Dispute Resolution & Fair Dealing Policy

1. **Step 1 - Direct Helpdesk Submission:** Submit any dispute or billing discrepancy in writing to support@superboxforsale.com. Every ticket is logged with a timestamp and assigned a designated support manager.
2. **Step 2 - Administrative Review:** Management investigates transaction records, carrier delivery scans, and diagnostic logs within 24 business hours.
3. **Step 3 - Equitable Resolution:** SuperBox for Sale offers immediate remedies including full refunds under the 30 - day guarantee, warranty hardware replacement, or priority technical support intervention.

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Authorized Dealer & Customer Care Hub

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)

OFFICIAL SOCIAL PROFILES

Facebook | X (Twitter) | Instagram | YouTube | LinkedIn | Pinterest | WhatsApp Direct | Threads

VERIFIED REVIEWS & PROTECTION

Trustpilot | Trustindex | Trustburn | Scamadviser | Sitelike | DMCA Compliance

Customer Service & Helpdesk Infrastructure24/7 Technical Support · Response SLA: 2–4 Hours