

tvONE Frequently Asked Questions



HDTVSupply.com & tvONE have had a relationship for a long time. We are a Authorized Reseller Dealer & have a contract with tvONE to sell and support their complete product line.

Our partnership started when HDTV Supply went looking for a company that could supply unique products, provide flawless support and had fair pricing. tvONE was the first company that met our strict demands and they were the first we developed a relationship with.

Reasons To Buy This tvONE Product From HDTVSupply.com:

1. Our partnership with tvONE gives you a tvONE warranty when you buy from us
2. Our partnership with tvONE gives you FREE HDTV Supply U.S. based Live Telephone Lifetime Tech support
3. HDTV Supply has a dedicated TEXT support line at 805-409-0208 to support you
4. HDTV Supply has a dedicated Product Manager for tvONE products to assist with any special needs
5. We sell extra remote controls for all tvONE products
6. All tvONE remote controls are full size
7. Many times we will list lower cost Closeout tvONE products at our site
8. All tvONE products are in stock and ship the same week day if the order comes in by 12PM PST
9. You can buy tvONE products from us with most any credit card, your Amazon account and PayPal
10. HDTV Supply has many videos to show the features of tvONE products
11. You will find all tvONE User Manuals and other manuals at our site
12. From time-to-time HDTV Supply runs Factory Authorized sales on tvONE products
13. If there is a tvONE firmware update for your product you will find it at our site
14. Many times we will list lower cost Refurbished tvONE products at our site
15. The below may be available on many tvONE products, just email, TEXT or call us to find out:

1. RS232 Docs
2. GUI software
3. iRule support with LCM products
4. Roomie support with LCM devices
5. Ethernet TCPIP Docs
6. .pdf IR codes
7. HEX IR codes
8. Control4 serial drivers
9. Control4 IR drivers
10. Control4 TCPIP drivers

16. All tvONE products bought from HDTV Supply are brand new and in unopened boxes.
17. All tvONE products bought from HDTV Supply are shipped in double carton boxing.
18. All tvONE products bought from HDTV Supply have full value shipping insurance
19. All tvONE products bought from HDTV Supply have a 30-day No-Hassle returns
20. All tvONE products bought from HDTV Supply can be shipped blind to your customer
21. We have shipped hundreds of tvONE products throughout the world
22. tvONE stocks extra accessories in case you misplace your remote so we can get you a new one
23. HDTV Supply & tvONE pride ourselves on confidentiality so with any personal information that you may share with us is kept absolutely private.

HDTVSupply.com is one of the oldest and most trusted tvONE resellers as we support all of their products with telephone, TEXT and email ordering and tech support.