



<b>Date</b>	Oct 1, 2016
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<b>End User / Purchaser Service Terms and Conditions for Miller Tripods</b>
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## **End User / Purchaser Service Terms and Conditions for Miller Tripods**

### **Miller Professional Camera Support (Tripods) Warranty:**

Miller Canada Tripod Systems & Components distributed through Miller Canada and sold by recognized Canadian dealers are warranted to be free of defects due solely to faulty material and workmanship for three years from date of purchase to the extent that upon return to us (freight prepaid) during that period, of any part of the equipment we shall, if such part is found by us to be so defective, at our option, repair or supply a replacement for such part. Miller Canada provides an additional two years for a total of five years on faulty material not including labor if registered on line within fourteen days of purchase @ [millercanada.com](http://millercanada.com)

The warranty as described above shall not apply if: 1) buyer has, without our consent in writing, serviced, modified, repaired or otherwise subject the goods to technical attention by any person other than our authorized representative. 2) Defectiveness is due to neglect, misuse, excessive heating, accidents, operation contrary to instructions for use, or normal wear and tear or; 3) Where access to the equipment is necessary, the buyer has not permitted our authorized representative full access.

It is the buyer's responsibility when ordering to ensure that the goods ordered conform to buyer's requirements.

### **Warranty Repair Shipping:**

Buyer MUST contact Miller Canada's head office in Vancouver BC for a repair RMA (Return Authorization Number) otherwise product for service CANNOT be accepted. The buyer is responsible to prepay shipping charges to Miller Canada Service in Vancouver BC or our authorized Miller Canada warranty service repair station for Central Canada:

Miller Canada Service,  
1055 Granville Street,  
Vancouver,  
B.C. V6Z1L4  
t: 604-685-4654

email: [service@millercanada.com](mailto:service@millercanada.com)

Ian Johnson Engineering Solutions,  
130 Industrial Park Road, Unit 3  
Haliburton,  
Ontario, K0M1S0  
t: 705-457-4781

email: [ian@ijs.ca](mailto:ian@ijs.ca)

Miller Canada will ship only goods determined to be under warranty at our expense by most economical shipping service to Canadian addresses only. Goods received with no fault found or without supporting documentation will be billed @ regular service rates.

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**MILLER CANADA**

[www.millercanada.com](http://www.millercanada.com)

1055 Granville Street  
Vancouver BC, CANADA V6Z1L4

Ph: 604-685-4654 / Fax: 604-685-5648  
Email: [sales@millercanada.com](mailto:sales@millercanada.com)



CAMERA SUPPORT & PRODUCTS FOR FILM & VIDEO

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**Out Of Warranty Miller Tripod Repairs Shipped To Our Vancouver Service Centre:**

Owner must contact Miller for a "R/A" (Repair Authorization number) before shipping (freight prepaid) to the Vancouver Service Centre. Miller Camera Support goods or Miller tripod components received for non warranty service without an R/A may not be accepted and could delay repairs. Client is responsible for return freight by method of choice or Miller Canada will add shipping plus any handling costs to goods returned.

**Service Estimates and Repair Rates For Our Vancouver Head Office Service Centre:**

**General Estimates** are a minimum \$60.00. **Detailed Estimates** where equipment must be disassembled for inspection will be done at our hourly labor rate of \$120.00 /hr.

Service estimates acceptable and owner provides us to proceed (in writing, email or fax), then;

- 1) **General Estimate** fee's will be waived and repair work will proceed.
- 2) **Detailed Estimates** will be incorporated into the final repair cost.

Any non warranty work refused to proceed will be charged the estimate fee and return shipping at the expense of the owner. Goods not requested to be returned after 90 days become property of Miller.

Out of warranty repairs @ our Vancouver Head Office Service Centre are done @ our rate \$120.00 per hour. Minimum labour charge is 1/2 hour (\$60.00). Miller Canada warrants non warranty repairs and parts to have a six month guarantee.

**Owners of Miller Camera Support systems or components who require out of warranty service may ship goods to either:**

Miller Canada Service,  
1055 Granville Street,  
Vancouver,  
B.C. V6Z1L4  
t: 604-685-4654  
email: [service@millercanada.com](mailto:service@millercanada.com)

Ian Johnson Engineering Solutions, (IJES)  
130 Industrial Park Road, Unit 3  
Haliburton,  
Ontario, K0M1S0  
t: 705-457-4781  
email: [ian@ijes.ca](mailto:ian@ijes.ca)

**Miller Canada is not responsible for any out of warranty estimates, service rates, or any other out of warranty issues for goods shipped to Ian Johnson Engineering Solutions.**

We reserve the right to revise warranty or non warranty terms and conditions at our discretion.

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**MILLER CANADA**

[www.millercanada.com](http://www.millercanada.com)

1055 Granville Street  
Vancouver BC, CANADA V6Z1L4

Ph: 604-685-4654 / Fax: 604-685-5648  
Email: [sales@millercanada.com](mailto:sales@millercanada.com)