

Mill One Warranty

General Warranty and Limits of Service:

Effective May 17, 2017

Throughout this policy the words “we”, “us” and “our”, or “Sienci Labs” will be used to refer to Sienci Labs Inc. herein and “Mill One” or “machine” will refer to Sienci Labs’ Sienci Mill One, Sienci Mill One V2, and Sienci Mill One V3 products. Additionally, the words “you”, “your”, “user”, and “operator” will refer to the original purchaser/customer, user, or viewer of any of the products or media provided by or through Sienci Labs.

Sienci Labs Inc. (the “Company”) grants the Mill One (the “Product”) a standard warranty within Canada and the US to the original customer to be free from missing parts, defects in material, and defects in workmanship for a period of sixty (60) days from the date of purchase by the original purchaser. Sienci Labs Inc. will ensure that the appropriate support is provided to the original customer to restore the Mill One to operational condition or provide a full or partial refund under the sole discretion of the Company.

This warranty does not cover damage due to improper use or assembly, lack of maintenance, normal wear and tear, or modifications to the Mill One which are not produced or authorized by the Company. Consumables such as cutting tools and sample or stock materials which may have come with your Mill One are not included in this warranty.

This warranty will become void if the operator does not follow the Safety Warnings and Guidelines, uses the Product for illegal purposes, or intentionally causes damage to the Product,

The original customer must contact Sienci Labs Inc. within sixty (60) days of purchase to make a warranty claim to be eligible for warranty service. Proof of purchase, tracking number, email address, or other material will be used to confirm the original purchasing date and the identity of the original customer. If damage was due to shipping, original packaging materials must be kept in the original received condition. Photos, videos, written descriptions, and other items may be requested to assess and validate a warranty claim. In the case Sienci Labs Inc. requires the original parts to be returned, the customer is solely responsible for packing all items securely. Damage incurred during return shipping will not be covered by the warranty. A method of payment such as a credit card may be requested by Sienci Labs Inc. to cover shipping costs or damaged items if Products are not eligible for warranty service.

Sienci Labs Inc. does not explicitly support orders outside of the United States and Canada, and thus may have limited support and response in the event of a warranty claim; machines purchased outside of Canada or the United States should be done so at the risk of the buyer.

Additional Support

- Cancellations

You may cancel an order if it has not shipped yet. Items which are canceled before shipping are subject to a \$30USD restocking fee. Please contact us at hi@sienci.com for cancellations.

- Returns

If you would like to make a return, contact us at hi@sienci.com

You may return your Mill One only if it is in an unopened, unused condition, in its original packaging within 30 days to our office in Waterloo ON.

A refund minus a \$50USD restocking fee will be issued to your original payment method after it has arrived and has cleared inspection. Return shipping fees are the responsibility of the customer.

If items are damaged or missing, a partial refund to the sole discretion of Sienci Labs Inc. will be issued.

- Replacement parts

We typically carry additional stock of all parts and materials for the Mill One. If you are unable to find the part on our store and require new parts for your Mill One, send us an email at hi@sienci.com.