

## **Service Contract Extended Warranty**

Carefully read this entire document. It describes the terms under which we will provide repair services to you. Repair Technologies will provide this service in the United States only and only through acceptance of the terms of this agreement. Acceptance of the terms requires filing out and mailing the warranty agreement within 10 days or requesting a repair service for a machine we have granted authorization to repair.

### **1. Definitions:**

- A. "You" and "Your" shall refer to the purchaser
- B. "We", "Us", "Our" shall refer to the provider of this agreement.

### **2. WHAT THIS AGREEMENT COVERS:**

- A. Product-only identified on bottom of this form.
- B. Covered product features-This agreement covers only components installed on your sewing machine at the time of purchase. It does not cover accessories included with your purchase.
- C. Coverage Period –Starts at the time of purchase and lasts for 90 days.
- D. Scope of service- We will repair, if possible, the product if it experiences operational or structural failure resulting under normal operating and handling conditions. If specified parts are unavailable, making the repair no longer possible, the product will be prorated from the time of purchase to the limit of 90 days. It will be in our sole discretion to determine if the product is repairable.

### **3. WHAT IS NOT COVERED:**

- A. Parts intended to be replaced or consumed (I.E. needles, belts, spool pins, etc), or cosmetic damage.
- B. Damage or alteration from intentional misuse, modification, an unsuitable physical or operating environment, improper maintenance by anyone other than us, removal of original parts, alteration of this product or identification labels or damage caused by a product not covered under this agreement.
- C. Theft, loss or damage from flood, rust, fire or force of nature, normal wear & tear or insect issues

D. Consequential or incidental damages including, but not limited to loss of use and/or loss of opportunity, damage to items used in the product.

E. Any service request that results in customer education or no problem diagnosed

#### **4. WHAT TO DO WHEN YOUR PRODUCT REQUIRES SERVICE:**

A. Contact us via email for a return authorization number @ [ngc@prodigy.net](mailto:ngc@prodigy.net) or via phone at 708-762-3286.

B. Place your item in a plastic bag and bubble wrap the entire piece. Place in a box lined with 2" foam boards adding an additional 2" of Styrofoam peanuts packed around the item to inhibit movement within the box.

C. Ship via UPS or FedEx to the address given with the return authorization number written on a piece of paper and placed within the box.

D. All shipping, including return shipping, is the purchaser's responsibility. Items need to be insured for full replacement value. Any items damaged in shipment are the responsibility of the purchaser and their shipping company.

#### **5. LIMITATIONS -What this Contract does not cover**

A. Damage or equipment failure due to failure to maintain or use the item as recommended in the owner's manual, failure to use surge protectors, or abuse.

B. Utilization of the item that is inconsistent with its design or purpose.

C. Equipment used commercially or in a commercial or rental environment which is not specifically made for that purpose.

D. Pre-existing conditions that were known to you..

E. Operational or mechanical failure not reported before the end of the warranty period.

F. Transit or delivery damage caused by packing, unpacking, assembly, installation or removal

G. Any loss recoverable under another insurance policy.

H. Any equipment with serial numbers which do not match the serial numbers on file from the issued warranty card.

I. Failure to submit warranty cards.

#### **6. TRANSFERABILITY**

A. This warranty is not transferable and is valid to original purchaser only.

We reserve the right to refuse service if you fail to perform any of your obligations. We or our employees shall not be liable for any delay or damages incurred. In addition, you agree to perform all routine and preventative maintenance, as required by the manufacturer or outlined by us. You will store and operate this item in an environment specified by the manufacturer. You agree our limit of liability for this product is repair of product covered under this agreement as set forth above. By returning the Warranty card below you are agreeing to all terms and conditions of this contract. Warranty card must be submitted within 10 days for coverage.

ITEM PURCHASED:

PURCHASED BY:

PURCHASE DATE:

SERIAL NUMBER

## WARRANTY CARD

NAME\_\_\_\_\_

ITEM PURCHASED\_\_\_\_\_

SERIAL NUMBER\_\_\_\_\_

PURCHASE DATE\_\_\_\_\_

Sew Technology

\_\_\_\_\_fold  
here\_\_\_\_\_

From: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To: Warranty Registration  
Sew Technology  
386 Audubon Rd  
Riverside, IL 60546