

Sew Technology

Return Policy

1. We want you to be happy with your Sewing Machine. If you are unhappy with an item and wish to return it, you must notify us within 72 hours of receipt of the item with the reason for return via email (ngc@prodigy.net) or phone (708-762-3286). You must contact us in order to receive a return authorization number. Return credits are issued within 24 hours once the item is received and inspected.
2. Shipping charges are non-refundable. The cost of return shipping will be deducted from your refund
3. All returned items must be in the same condition as when they were shipped.
4. Save all packing materials and boxes and reuse if able.
5. Items not properly packed or insured as outlined in our shipping and packing procedures or without the return authorization number will not be accepted.
6. Items not previously damaged, received damaged via shipping from the buyer are the responsibility of the buyer to pursue with the freight shipper

Delivered Items Damaged In Transit

1. Inspect all boxes thoroughly before accepting receipt of package. If the package looks significantly damaged, you may refuse delivery. In this case, please notify us immediately to expect the return delivery
2. If you have already accepted the item and notice damage, contact us immediately. An item damaged during shipping is the responsibility of the shipper to amend for damages. Since there is a very small window to address issues with the freight

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shipper it is imperative you contact us immediately to file a claim for damage. We at *Sew Technology* are not liable for damage incurred during shipping but will address this issue immediately with freight shipper.

3. Please follow instructions given by our associate for return of damaged item
4. We will be happy to arrange for a replacement for the damaged item.