



# Diagnosing Faulty Sewing Machines

Here at The Sewing Studio, we're here to support you after your purchase. If you think your Sewing Machine is Faulty, the great news is, not only do we sell machines to our customers, but we also service them as well!

*You're in great hands!*

The purpose of this leaflet, is to explain how we can help save you time and money in diagnosing and fixing the fault so that you are not left out of pocket, or without the use of your new sewing machine for any length of time.

We are confident we can support you in this way, because of the following statistics from the last 15 years of helping our customers:

- 50% of problems have been user error.
- 30% have been serviceable issues
- 19% of faults can be fixed over the phone
- 1% of faults require an engineer or warranty parts to fix.

You can see that in only 1% of cases did our customers have to return their machine to us because it was faulty! Let us support you in reaching the right diagnosis.

**PLEASE READ THIS DOCUMENT IN FULL**

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## Our legal obligations to you

Within 6 months of your sewing machine purchase, our obligations to you are to fix and repair faults, at no extra cost to our customers.

The Machine should be free from defects in materials, workmanship and defective parts when used under normal conditions.

## How we diagnose a faulty sewing machine

It is our company policy to investigate the fault via phone, email or video conferencing to minimise any inconvenience to our customers.

## When is a sewing machine NOT faulty?

The following examples, which are not exhaustive, provide an insight into our assessment when a machine is not faulty:

- If the machine is damaged due to misuse, wilful damage, accidental damage, servicing neglect or requires adjustments.
- If the machine has worn consumable / serviceable / accessory parts. Consumable and accessory items include but not limited to:  
*Needles, Bobbins, Belts, Bulbs, Bobbin Cases, Carbon Brushes, Springs, Hooks, Needle Threaders, Loopers, Overlocker Knives, Embroidery frames, Other Consumables*
- If a domestic machine is used in a commercial setting.
- If the machine has a failed attempted repair.

## Manufacturer's warranties

There will be occasions where a sewing machine has a part that may stop working. This situation may be covered via the manufacturer's warranty.

We will advise and support you if we feel the machine requires fixing under the manufacturer's warranty.



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## Getting permission to return

All returns at The Sewing Studio Ltd, must have an approved Return merchandise authorization (RMA) number. You can request an RMA number within your online customer account (RECOMMEDED), or ask us to create one for you in writing via email or a letter.

We will not approve an RMA request until we are satisfied there is a genuine fault (see page 2) with your sewing machine.

Sewing Machines sent back to us without an RMA number, will not be accepted, and will be made available for our customers' collection.

## Returning a faulty machine to us

Sewing Machines sent back to us MUST be in their original packaging.

You must arrange your own courier.

(If our engineers diagnose the machine as faulty, we will issue you a courier refund (up to £15).

We STRONGLY ADVISE you to take out insurance with your courier. We cannot be held liable for machines that arrive to us damaged.

## The Next Step: Arrange an Engineers Review

If you still believe that your sewing machine is faulty, we'd like to hear from you, so we can help you.

If you haven't done so already, please request a RMA Number as described above under 'Getting permission to return' section.

Please call us on 01209 216942 and ask to arrange a convenient time for an 'Engineers Review', quoting your RMA Number. Our engineers will try to respond within 24 hours.

**We look forward to resolving the problems you are experiencing.**