



Sewing Machine Repair Policy

Our service department is conveniently located on-site and specializes in repairs and tune-ups for domestic sewing machines, embroidery machines and sergers. We have two technicians certified by Bernina and Brother who perform maintenance on the premises. We service most brands and models, including Bernina, Brother, and Husqvarna Viking sewing and embroidery machines. Please note that Viking machines may be transported off-site for repair by our certified Husqvarna technician.

When bringing your machine for repair please include the following items: foot pedal, power cord, regular zigzag foot, and any specific foot or accessory that is not working properly or causing a problem. Please leave all other items at home, we are not responsible for their loss or damage.

Fees

A non-refundable diagnostic fee of \$50 is charged when your machine is brought in; this covers the technician's time spent evaluating the machine and will be credited toward the final cost of repairs or service. Machine service typically costs about \$125 per hour, excluding parts. After evaluation, if further service or parts are needed beyond a standard tune-up or maintenance, a technician will contact you. Tune-ups include basic cleaning, lubrication, and mechanical adjustments such as timing and tension. If Quilting Parlour determines that a machine cannot be repaired, or if you choose not to proceed with recommended work, your machine must be picked up within 14 days.

Warranty

There is a limited 30-day warranty applicable only to work performed by the technician. This does not include any additional issues that may be detected either in the course of the quoted repair or that may arise during or after transport.

Liability

Quilting Parlour does not take responsibility for machine defects, undisclosed problems, warranty services (other than for Bernina and Brother), transport-related damage, unreported pre-existing issues, or complications resulting from earlier repairs. Machine owners are required to test their machines promptly, as any repairs needed after the warranty period will incur additional fees. Most parts are covered by a 30-day warranty. By signing this sheet, you agree to the conditions outlined above.

Customer Signature: _____ Date: _____