**SERVICE CONTRACT FOR SVP (SINGER, VIKING, AND PFAFF) SEWING MACHINES**

Please read and initial each statement and sign and date the bottom. Thank you.

\_\_\_\_\_\_ A $35.00 non-refundable diagnostic fee (troubleshooting) is due at the time of drop-off. This fee will be applied to the total amount due at pick up. This fee is non-refundable on machines that cannot be repaired.

\_\_\_\_\_\_ Machines are repaired in the order they are received per store. Please be aware that we receive between 20-40 machines for repair per week. Since most machines require at least 1 to 3 hours to repair and/or clean, this can lead to delays.

\_\_\_\_\_\_ Parts, if required, will be ordered at the time the technician has the machine on the repair table for diagnostics. Unless “Call with Estimate” is written on the in-take form it is assumed that the owner **WANTS** this machine repaired and an estimate before repair **will not** be provided.

\_\_\_\_\_\_ Backorders are a nightmare for us as well. We have **No Control** over this situation!! When parts are ordered from our suppliers, we are not provided an ETA (estimated time of arrival) on when the parts will be delivered. We do understand your frustration but yelling at or verbally abusing me or my employees will not make the parts arrive any sooner and will not be tolerated!

\_\_\_\_\_\_ Your machine will be transported by Sew & Sews employees from our Oklahoma City store to our SVP (Singer, Viking, Pfaff) certified technician in our Stillwater store. After the machine has been serviced, our employees will transport machines back to the Oklahoma City.

 \_\_\_\_\_\_ When your machine is repaired and returned to the Oklahoma City store, you will be called at the phone number you provided on the intake form. Please ensure that you have provided a valid telephone number to reach you. You will be called a minimum of three times.

\_\_\_\_\_\_ After you are notified, by call or message, that your machine is ready to be picked-up, we will hold your machine for 60 days. If you have not picked up your machine during this time frame or have not made arrangements with Sew & Sews employees for pick-up, we will consider the machine abandoned and reserve the right to sell and/or dispose of the machine.

\_\_\_\_\_\_ You will need to pick up your machine at the same store you brought it to for repair. If you brought it to Oklahoma City for service you will need to pick it up at Oklahoma City.

\_\_\_\_\_\_ After you have picked up your machine you will have 30 days to use the machine and assess the repairs. If the **original complaint** is not satisfactorily resolved, you may bring the machine back to be re-serviced at NO Charge. This only applies to the **original complaint written on the original intake form.** If it is determined to be an additional or new problem, you will owe the repair charge for the new problem.

\_\_\_\_\_\_ When you leave your machine for service, we need:

* A presser foot for normal sewing.
* An ankle to hold the presser foot.
* A cord (only if an older model – not like the ones of the machines we sell)
* A foot control (only if an older model – not like to ones on the machines we sell)
* Bobbin

We cannot test sew on your machine without the above items.

\_\_\_\_\_\_ We **do not need** and are not responsible for any of the following items:

* Accessories/additional feel and items
* Spool caps
* Accessory case
* Covers
* Rolling Case

Please do not send any of the above items.

\_\_\_\_\_\_ You can leave your machine threaded for sewing with the thread you normally use. You can also leave a sample of what your machine is not doing correctly, if you want.

\_\_\_\_\_\_ All items left with the machine **MUST** be listed on the intake form.

\_\_\_\_\_\_ Intake Form **MUST** be signed by customer to allow our technician to work your machine.

I have read and understand the requirements stated above for Sew&Sews to provide service for my sewing machine.

Signature

Date