

Leatherwork® Machine 5-Year Limited Warranty

Workhorse® Servo Motor 1-Year Limited Warranty

Sailrite will do their best to satisfy every support request accurately, completely and in a timely fashion. The Leatherwork Sewing Machine comes with personalized support for the lifetime of the machine and motor. A five-year limited machine warranty, to the original purchaser, covers labor and replacement parts (excluding consumable items, like needles, gib hook, retaining ring cap spring, etc.) starting at the date of sale.

Sailrite warrants the Workhorse Servo Motor for one year starting at the date of sale. This guarantee covers defects in material and workmanship.

Sailrite support comes in several forms and generally in this order (as required):

1. Creation of a support case to be assigned to a machine technician.
2. Email communication with relevant videos for resolution.
3. Phone support with a qualified technician.
4. Shipment of warranty parts for user installation.
5. Repair/service of actual product at our facility.

The customer is responsible for shipping costs of replacement parts. If sending the machine or motor back to Sailrite headquarters for repair, the customer is responsible for all shipping costs to and from Sailrite. Please insure the machine in transit. The machine should be shipped in the original packaging to ensure safe transport.

The Leatherwork Sewing Machine and Sailrite® Workhorse® Servo Motor limited warranties do not cover any damage that results from improper installation, accident, abuse, misuse, natural disaster, insufficient/excessive electrical supply, abnormal mechanical or environmental conditions, wear and tear resulting from normal use of the product, or any unauthorized disassembly, repair, or modification. This limited warranty does not apply with respect to products that are missing serial numbers. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser with respect to which this limited warranty protection applies.

Support: [Sailrite.com/support](https://www.sailrite.com/support)



Sailrite Enterprises, Inc.

2390 East 100 South, Columbia City, IN 46725

Phone (800) 348-2769 / (260) 244-4647

Fax (260) 818-2005

Email info@sailrite.com

Sailrite.com

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