

Stitch Master® 2-Year Limited Warranty

Sailrite will do their best to satisfy every support request accurately, completely and in a timely fashion. The Stitch Master Sewing Machine comes with personalized support for the lifetime of the machine and motor. A 2-year limited warranty, to the original purchaser, covers replacement parts (excluding consumable items, like needles) starting at the date of sale. 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 answers 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.

In the event that a machine must be sent in for repairs/service, the machine owner will pay to return just the machine head, insured, to Sailrite in Indiana (or motor, etc.). Sailrite will pay the return shipping after resolution of any issues that cannot be solved in steps 1 through 4 above. The warranted component should be shipped in the original packaging to ensure safe transport. This policy is exclusive to the contiguous United States and Canada. Sailrite will work diligently to solve issues with machines in more distant locations to avoid shipping issues. But should shipping be required, shipping charges will be the machine owner's responsibility. Sailrite will ship warranty parts at no charge, regardless of destination.

The Stitch Master Sewing Machine and Sailrite Workhorse Servo Motor's limited warranty does 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 extend to any indirect, consequential or incidental damages that may be suffered by a user or from the use of the motor, 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. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers or for products not purchased directly from Sailrite or a dealer authorized by Sailrite. Tandy Leather, Inc. is Sailrite's authorized Stitch Master dealer. Any product returns/exchanges must be done with the original machine seller in accordance with their policies. Stitch Master Sewing Machines purchased from Tandy Leather must be returned/exchanged at Tandy Leather. Likewise, a machine purchased through Sailrite must be returned to Sailrite. Product support and service is provided by Sailrite Enterprises, Inc.

Support: Sailrite.com/stitchmaster

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