

# Brother™ Limited Warranty (Standard)

## Who is covered:

This limited warranty ("warranty") is given only to the original end-user of the accompanying product and accessories (collectively referred to in this warranty as "this Product") during the warranty period (described below).

If you purchased this Product from someone other than an authorized Brother reseller in the United States, or if your Product was used (including, but not limited to, refurbished by someone other than Brother), your Product may not be covered by this warranty.

## What is covered:

This Product includes a Machine and accompanying Accessory Items. Accessory Items include but are not limited to foot controller, presser feet, miscellaneous tools and embroidery frames.

Except as otherwise provided herein, Brother warrants that the machine and the accompanying Consumables and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.

This warranty applies only to products purchased and used in the United States.

For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

## What is the length of the Warranty Period(s):

The warranty period is 1 year from the original purchase date for Parts, Labor and accompanying Accessory Items, 2 years from the original purchase date for Electronic Components and Printed Circuit Boards (replacement labor excluded) and 25 Years from the original purchase date for the Chassis Casting. The original purchase date shall be determined from the original receipt evidencing proof of purchase of this Product. **Therefore, it is important for you to maintain the receipt for this Product.**

## What is NOT covered:

This warranty does not cover:

- (1) Physical damage to this Product;
- (2) Damage caused by improper installation, lack of periodic maintenance, improper or abnormal use, misuse, neglect or accident (including, but not limited to, transporting this Product without the proper preparation and/or packaging);
- (3) Damage caused by another device or software used with this Product (including, but not limited to, damage resulting from use of non-Brother-brand parts, Consumable and Accessory Items);
- (4) Problems arising from anything other than defects in materials or workmanship; and
- (5) Consumables or other Items requiring periodic maintenance repair, refill or replacement with ordinary wear and tear, including, but not limited to, bobbin(s) and needle(s). This warranty is VOID if this Product has been altered or modified in any way (including, but not limited to, attempted warranty repair other than by an Authorized Brother Repair Center and/or alteration/removal of the serial number).

## What to do if you think your Product is eligible for warranty service:

Report your issue to a Brother Authorized Service Center **within the applicable warranty period**. Supply the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-800-521-2846 or visit our web site at [www.brother.com](http://www.brother.com).

## What Brother will ask you to do:

After contacting a Brother Authorized Service Center, you may be required to deliver (by hand if you prefer) or send the Product properly packaged, freight prepaid, to the Authorized Service Center together with a photocopy of your bill of sale.

**You are responsible for the cost of shipping, packing product, and insurance (if you desire). You are also responsible for loss or damage to this Product in shipping.**

## What Brother will do:

If the problem reported concerning your Machine is covered by this warranty and if you first reported the problem to an Authorized Service Center within the applicable warranty period, Brother's Authorized Service Center will repair or replace the Machine at no charge to you for parts or labor (please note that you will be charged labor costs for replacement of Printed Circuit Boards). The decision as to whether to repair or replace the Machine is made by Brother in its sole discretion. Brother reserves the right to supply a refurbished or remanufactured replacement Machine and use refurbished parts provided such replacement products conform to the manufacturer's specifications for new product/parts. The repaired or replacement Machine will be returned to you freight prepaid or made available for you to pick up at a conveniently located Authorized Service Center.

**The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.**

## What happens when Brother elects to replace your Machine:

When a replacement Machine is authorized by Brother, and you have delivered the Machine to an Authorized Service Center, the Authorized Service Center will provide you with a replacement Machine after receiving one from Brother.

The replacement Machine you receive (even if refurbished or remanufactured) will be covered by the balance of the warranty period remaining on the original Product, plus an additional thirty (30) days. You will keep the replacement Machine that is sent to you and your original Machine shall become the property of Brother.

**You should retain a copy of the return shipping bill, signed by the courier.**

## Limitations:

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for repair or replacement as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

This Warranty is the only warranty that Brother is giving for this Product. It is the final expression and the exclusive and only statement of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives. This warranty gives you certain rights and you may also have other rights that may vary from state to state. This Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

**Important: We recommend that you keep all original packing materials, in the event that you ship this Product.**

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