



Machine Cleaning/Repair Intake Form

Office Use Only

Date Received: _____

Received By: _____

Estimate Given: ☐ Yes ☐ No Estimate Amount (if given): \$ _____

Check-in Notes: _____

Customer Information

Name: _____

Phone: _____

Email: _____

Address: _____

City: _____ State: _____ Zip: _____

Machine Information

Brand: _____

Model: _____

Serial Number: _____

Items Included with Machine

- ☐ Power Cord
- ☐ Foot Pedal
- ☐ Presser Foot(s)
- ☐ Bobbin(s)
- ☐ Thread
- ☐ Accessory Tray / Case
- ☐ Other: _____

What issues are you experiencing with the machine? Any relevant history?

Repair Policies & Disclaimers

• Required Cleaning

A cleaning is required with every diagnostic service. The cleaning fee of \$125 will be included in the final cost of repair. If your machine has not been cleaned regularly or shows signs of excessive lint, buildup, or neglect, an additional cleaning fee of \$50 will be applied. This covers the extra time and care required to safely restore your machine to working conditions.

- **Repair Authorization**

I authorize My Quilty Pleasure repair technicians to clean, inspect, and repair the sewing machine listed on this form. I understand that the cleaning fee is a base charge and that additional issues may be discovered during inspection. I agree to be contacted before any charges exceeding the amount I indicate below are incurred.

Maximum amount above cleaning fee I approve without a call:

\$ _____

- **Payment & Storage Policy**

Full payment is due at the time of pickup. Machines not picked up within 30 days of repair completion may be subject to storage fees of \$1 per day. Machines left beyond 60 days will be considered abandoned and become the property of My Quilty Pleasure.

- **Limited Liability Disclaimer**

While we take great care with your equipment, My Quilty Pleasure is not responsible for damage or loss due to fire, theft, or other unforeseen events. We are not liable for issues caused by pre-existing wear or user misuse.

- **Parts & Labor Warranty**

Repairs are warranted for 30 days from the date of pickup for the same reported issue. This warranty does not cover unrelated problems or new damage that occurs after pickup.

- **Certified Janome/Elna Technicians**

My Quilty Pleasure has two certified Janome/Elna repair technicians. While we're happy to clean and perform diagnostic services on most machine brands, please note that parts for non-Janome/Elna models may be difficult or impossible to obtain. If your machine is deemed non-repairable or parts are unavailable, the minimum diagnostic and cleaning fee will still apply.

Customer Signature: _____

Date: _____