

## Sharman's Sewing Center – Longview, Texas

### Service Department Policies

- We Do not Install parts purchased somewhere else.
- We Do not order parts for machines without seeing the machine first.
- All Electrical Parts, Lightbulbs or Circuit Boards are NON-Refundable – please bring your machine so the Technician can be certain you are purchasing the correct part.
- All Full Services are Warrantied for 90 Days – please use the machine within that time frame to ensure all is well.
- Please Bring all necessary items with the machine; so that Technical Staff can service your machine properly. We cannot guarantee that we have the necessary cords, Foot controls, presser feet, embroidery units, hoops, etc. to operate every machine.
- If having a specific issue, **please bring items you are using** – design, needle, hoop, stabilizer, thread & project. If we cannot see or replicate the issue, it may be harder to find & eliminate.
- Special order parts require pre-payment before ordering.