



Sewing Machine Return Policy

It is our sincere desire that you, our customer are completely delighted with your Janome or Elna sewing machine purchase, and that it meets your needs. However, in the event that you need to make a return, our policies for machine returns are as follows:

Unopened Items: We will allow a full return on a sewing machine purchased in our store within fourteen (14) days, with original receipt. All returns **must be in original, factory sealed, unopened containers with the receipt.** Original container must be undamaged with the original factory seal in tact. All bundled items must be returned with all unopened components.

Opened Items: If the item has been opened, and factory seal is no longer in tact, we will inspect the item for damage. Opened machines purchased within fourteen (14) days with original receipt will be subject to a twenty percent (20%) restocking fee which will be deducted from the original purchase price. We reserve the right to refuse a return on any item that is damaged by customer or not returned in new condition and in original packaging. Any shipping charges or fees will not be refunded.

Special Purchase/Classroom Machines: We will accept a return on these machines within 14 days of purchase. They must be returned in tact without damage, with all parts and accessories, and in original packaging. Shipping charges and fees will not be refunded.

Terms for All Refunds: Merchandise must be in original box with all packing material in tact. All bundled items must be returned with the machine unopened or their retail value will be deducted from the return amount. Credit card purchases will be refunded directly to the same card. Personal checks must have cleared the bank prior to any refund being issued. Customer will be responsible for any shipping charges or fees if applicable.

Commercial Use: Please refer to your copy of the manufacturer warranty for specific information regarding commercial use of your machine.

elna[®]

JANOME