Our technicians are professionally trained by BERNINA to make sure your machine keeps running like new.  
**We guarantee your satisfaction on every service we perform.**  
  
\*We recommend that you clean, oil and adjust your Bernina sewing machine annually.  
  
**REMINDER**-

When bringing your sewing machine in for service, please bring the following with you:

* Bring the machine, foot control, power cord, bobbin, and bobbin case.
* Bring your #1 or #1C foot.
* Bring your Buttonhole foot (#3). If your machine came with an Automatic Buttonhole foot (the long black one), bring that one instead of the short one.
* If your machine came with a #40 foot, bring it.
* If your machine has dual feed, bring the #1D foot.
* If you are bringing in the embroidery unit, bring the embroidery foot that came with your machine (#15 or #26) and the embroidery bobbin case with a bobbin loaded with your bobbin thread.
* If you are bringing in the embroidery unit, bring your large oval hoop. It is also helpful to us if you have a piece of fabric and stabilizer pre-hooped & ready to go.
* Make sure the standard Zigzag needle plate is on the machine.
* If your machine has visual issues, please bring in a sample.
* We do not need anything else.   We will send any accessories not needed home with you.

When bringing in your serger for service, please include the following items:

* Bring the machine, foot control, and power cord.
* Bring your all-purpose foot and stitch plate.
* Bring the machine with the cone nets.
* If the machine having issues, please bring a sample.
* If the issue is with the cover stitch or the chain stitch, we will need those plates and feet, along with a sample.
* We will send any accessories not needed home with you.

Our Service Policy is:  
We don't not call for approval of replacement parts and labor for any amount $100 or less.   
We will call for approval for service costs greater than total of $100.