

Eurotex Embroidery Machines Warranty

Effective Date: [Date of Purchase]

Warranty Overview

Eurotex is committed to providing high-quality embroidery machines and exceptional customer service. This warranty document outlines the coverage provided for Eurotex embroidery machines. Please read this document carefully to understand your warranty coverage and your responsibilities.

1. Warranty Coverage

1.1 Mechanical Parts Warranty

Eurotex embroidery machines are warranted against defects in materials and workmanship in mechanical parts for a period of **eight (8) years** from the date of purchase. This includes all moving and non-moving mechanical components.

1.2 Electrical Components Warranty

Eurotex embroidery machines are warranted against defects in materials and workmanship in electrical components for a period of **six (6) years** from the date of purchase. This includes all electronic boards, motors, control panels, and other electrical parts.

1.3 Labour Warranty

Eurotex embroidery machines include a labour warranty covering repair and replacement services due to manufacturing defects for a period of **one (1) year** from the installation date.

2. Warranty Conditions

2.1 Validity

This warranty is valid only for the original purchaser of the Eurotex embroidery machine and is not transferable. Proof of purchase must be presented when requesting warranty service.

2.2 Exclusions

This warranty does not cover:

- Normal wear and tear.
- Damage caused by misuse, abuse, neglect, or improper maintenance.
- Damage resulting from unauthorized modifications or repairs.

- Consumable items such as needles, bobbins, and threads.
- Damage caused by external factors such as accidents, natural disasters, or power surges.

3. Warranty Service

3.1 Reporting a Claim

To report a warranty claim, contact Eurotex Head Office at 1-866-EUROTEx or email us at service@eurotex.com. Provide your machine's serial number, proof of purchase, and a detailed description of the issue.

3.2 Repair or Replacement

If a defect is found and verified by a Eurotex certified Technician, we will, at our discretion, repair or replace the defective parts or the entire machine. Labour costs for repairs conducted within the first year will be covered under the labour warranty. After the first year, the customer will be responsible for any labour costs.

4. Limitations and Disclaimers

4.1 Limitation of Liability

Eurotex' liability under this warranty is limited to the repair or replacement of defective parts as described above. Eurotex is not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the embroidery machine.

4.2 Warranty Disclaimer

This warranty is the exclusive warranty provided by Eurotex. No other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, are provided.

5. Maintenance and Care

To ensure the longevity and optimal performance of your Eurotex embroidery machine, regular maintenance and proper care are essential. Refer to the user manual for maintenance guidelines and recommended service intervals.

6. Contact Information

For warranty service, technical support, or general inquiries, please contact Eurotex' Main Office:

Phone: 1-866- EUROTEx

Email: service@eurotex.com



1-866-EUROTEx
WWW.EUROTEx.CA

Thank you for choosing Eurotex Fortever embroidery machines. We are dedicated to providing you with the most reliable products and exceptional service.

By using the Eurotex Fortever embroidery machine, you acknowledge that you have read, understood, and agree to the terms and conditions of this warranty