

The Sew-Classic Guarantee

Sew-Classic machines are lovely to look at, but even more importantly, they operate correctly and arrive ready for your sewing enjoyment.

Every Sew-Classic sewing machine is fully and completely refurbished and serviced to perform all functions as designed unless otherwise noted.

Your Sew-Classic purchase will be delivered safely and undamaged -
GUARANTEED!

With a “new to you” machine it’s not uncommon for there to be some questions, concerns or issues that pop up, and these are typically resolved with minimal troubleshooting. It’s often just a matter of getting some clarification on how to set up and use the machine and how it normally operates. If you encounter any issues with the machine, simply contact me, and we will get you on the right track ASAP. Just another advantage of purchasing a Sew-Classic machine - unlimited, expert, after sales support!

If there were an actual malfunction of the machine (the result of a mechanical problem not user error nor a manufacturer’s design issue), the machine can be returned for a **full refund of the purchase price, initial shipping charges and return shipping fees** within the first 7 days of initial delivery. Just contact me for a return authorization. Your refund will be issued within 7 days of receipt of the returned machine.

If a machine arrives damaged as a result of the shipping, contact me immediately (within 24 hours of receipt). Do not discard the box or packing materials. If an insurance claim needs to be submitted to the shipping company, Sew-Classic will handle that, but the buyer will be required to cooperate and assist in the process. The buyer will be issued a full refund of the purchase price and the shipping cost within 30 days.

If a buyer simply wants to return a machine for any other reason, they may do so within 7 days of delivery of the shipment. This “buyer’s remorse” is not covered under the guarantee, and under these conditions, only the purchase price of the machine will be refunded. All shipping costs and charges are the responsibility of the buyer.

When returning a machine for any reason, the buyer is responsible for properly repacking the machine to avoid damage in the return transit. If the machine is damaged during this return shipment, the cost of repairs and damage will be deducted from the refund.

People often wonder why I don’t offer a 30 or 60 day guarantee?? First of all, vendors that offer longer guarantees also stick the buyer with all of the associated shipping costs to have the machine serviced or returned. My guarantee doesn’t do that. Let’s face it, nobody wants to spend \$50 to \$70 in round trip shipping costs to have a machine repaired. If, down the road, you have any questions about your Sew-Classic machine, just drop me a note and I’ll be glad to help you out- no charge AT ALL!. Unless a classic machine was abused or misused, the odds of a repair that I can’t guide you through yourself are nearly zero. Secondly, there are folks that misuse vintage machines, and I cannot assume that liability for such actions by others.

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