

Embroidery Machine Warranty

Warranty by Ricoma International Corporation



Coverage Period:

This limited **non-transferable** warranty covers machines, products and accessories sold in the USA by Ricoma International. For products that are purchased or located outside of the USA, Ricoma's international one-year warranty will apply. Ricoma guarantees that the covered products will be free of defects in material or workmanship during the applicable warranty period stated below. Ricoma will, at its option, repair or replace a product that is found defective during the warranty period. Warranty work must be performed or authorized by a Ricoma Authorized Representative. If onsite warranty work is required on a new product within the first 90 days after receipt of product, Ricoma will cover all costs related to the service call including parts, labor and travel. After the initial 90 days, this **Warranty covers parts and labor only, and does not include travel expenses by Ricoma's technicians for onsite work.** The customer is responsible for basic troubleshooting with a Ricoma technician before an onsite technician can or will be dispatched. For any damages Ricoma must be notified within 3 days of receiving equipment, failure to notify Ricoma may put you at liability for any of the damages. Please make sure any visual damages are noted on the shipment Bill of Lading. All Sales are final on Equipment!

- **Non-consumable Parts and Technical Labor:** Covered for 1 year.
- **Electronics:** Covered for 3 years.
- **Main Drive Components:** Covered for 5 years.

Exceptions: Consumable Items

- Consumable and/or expendable components such as needles, bobbin cases, rotary hooks, bulbs, fuses, air filters, needle bar reciprocators, plastic spiral bevel gears, etc. are not covered under this limited warranty.

Responsibilities of the Customer:

- Any damaged or defective parts under warranty must be returned to the Company within 30 days to receive credit.
- Customer is responsible for basic troubleshooting before a tech can or will be dispatched.
- Customer is responsible for setting tension, changing needles, oiling machine, replacing and changing consumable items
- The customer is responsible for all shipping costs of parts and travel expenses of a technician after the initial 90-day claim period and labor after the first year after delivery.
- Modifications made by the Buyer to the herein specified machine and/or part(s) shall void this warranty unless approved in writing by the Company prior to modification.
- For any technical labor performed, the claim period is 7 days if the customer experiences the same technical problem(s).
- 5-Year Limited Warranty applies only to new Ricoma embroidery machines purchased from Ricoma in the United States and is nontransferable.

Non-Covered Items:

Ricoma is **NOT** responsible for:

- Acts of God
- Any product that has been used, altered or modified in ways not approved by a Ricoma representative
- Parts, supplies or accessories not supplied by Ricoma
- Damage/defects caused by failure to attend corresponding training, improper installation, digitizing, or other user misuse
- Depreciation or damage to equipment, property or garments, caused by normal wear and tear, lack of proper maintenance, or failure to follow safe operating and maintenance instructions
- External factors such as environment, maintenance neglect, or electrical supply problems or not having machine plugged in to Surge Suppression Equipment
- Computer and networking hardware not supplied by Ricoma, which includes, computers, wifi networks, software and configuration of the previously mentioned
- Any shipping besides ground shipping
- General product maintenance and preventative maintenance
- Loss of wages, garments, or loss of profit, employee pay or any type of compensation for machine downtime
- Additional operator training
- Products or parts not paid for or returned to Ricoma within the specified period, that have been sent under Ricoma's Warranty
- Tampering with or modification of the machine without prior approval

Liability and Legal Considerations:

This limited warranty will be void if the machine has been tampered with or modified without the express prior approval of a Ricoma representative, or if a serial number has been altered or removed. This limited warranty does not apply to software.

Ricoma's liability under this warranty is limited to the repair or replacement of the defective parts or product in whole, and RICOMA'S LIABILITY WILL IN NO CASE, EXCEED THE PURCHASE PRICE OF THE PRODUCT, AS TO WHICH THE CLAIM IS MADE. ANY CLAIMS AGAINST RICOMA MUST BE MADE IN THE COURT SYSTEM OF MIAMI-DADE, FL. THIS LIMITED WARRANTY IS EXCLUSIVE. ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXCLUDED. ANY IMPLIED WARRANTIES THAT MAY NOT BE EXCLUDED UNDER APPLICABLE LAW, ARE HEREBY LIMITED TO THE DURATION OF THE WARRANTY. IN NO EVENT WILL RICOMA BE LIABLE FOR ANY INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), EVEN IF RICOMA HAS BEEN EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. The purchaser may also have other rights in their home jurisdictions.

Contact Information:

To secure warranty support, contact Ricoma's Customer Support during the warranty period at 1-888-292-6282 or submit through our support contact form at <https://ricoma.com/US/support> between 9 AM to 9 PM ET M-F, 10-5 ET S-S.

Return Policy:

For product returns under warranty, Ricoma will issue a Return Materials Authorization (RMA) Number. Once it is determined an RMA, is needed for your product determined by a Ricoma Authorized Representative, please utilize one of the following methods to have the RMA fulfilled.

- Customer will be pre-charged \$200.00 for product(s) along with shipping, that is required for the RMA. When the defective product(s) is received back the customer will be refunded back the \$200.00 minus shipping of the RMA product.
- Customer can Cross-ship the defective product(s) to Ricoma, and as soon as there are trackable changes, to see the defective product(s) is in transit, we will ship the replacement product(s) to the customer.

You must return the products using the proper packaging, with the RMA # clearly indicated on the outside of the box. You must ship the products to Ricoma within 20 business days of the date the RMA # is issued. Failure to return products within the allotted time will result in charges being assessed to your account for the purchase price of any materials shipped to you, forfeiture of the \$200.00 deposit, along with your Warranty placed on hold.

If Ricoma determines that the problem is not covered under warranty due to any of the conditions named above, Ricoma will notify you and inform you of alternatives that are available to you on a per charge basis.

Parts used in performing warranty repairs may be new or refurbished. Refurbished parts are the equivalent to new in performance. Replacement parts are covered for the remainder of the original warranty period. Parts replaced in performing repairs become the property of Ricoma. If the machine needs to be replaced, Ricoma may choose to replace it with a new or refurbished, like for like, production machine and the replacement machine would be covered for the remainder of the original warranty period.