

Stitch Perfect

Service Request Form

Customer Name _____

Address _____

City, State, Zip _____

Phone Number _____

*Email Address _____

(*I will notify you through email when your sewing machine service is complete. I always use email as my first mode of communication for any issues or questions regarding your sewing machine. And if I don't hear from you, I will then follow up by a phone call or a text message.

YOUR SEWING MACHINE INFORMATION

Make _____ Model _____

Serial# _____ Last Date of Service _____

Please include the following when you drop off (or I pick up) your machine:

- Power Cord
- Foot Control
- Regular and Zigzag presser foot
- Instruction manual—if available
- Bobbin and bobbin case

Description of Issues/Concerns with your sewing machine:

****Sewing sample of issue if possible—please attach to this form**

Terms:

- \$30 nonrefundable deposit at time of pick up (this will be applied to the service fee)

- Payment is due upon pick up. Machines not picked up within 30 days will be sold and the proceed donated to my favorite dog rescue. Woof!

- I do not service/maintain or repair industrial or computerized machines. I work on mechanical sewing machines only**

**Mechanical Sewing Machine means the machine uses gears and levers to make the machine work without any computerized systems. This definition includes Featherweights, all vintage and antique machines, and some modern machines, such as Brother & Bernettes, that do not have circuit boards or computer components.

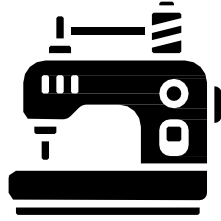
Stitch Perfect provides service for most models of sewing machines. Usually a regular service will solve 90% of machine issues, and service will simply help your machine run at its best. Sewing machines become full of lint, thread, dust, fuzz, and all kinds of other matter over the course of use and that “matter” can become compacted in old grease and oil. Lint, dust, and thread build-up soak up your machine’s lubricant, causing numerous issues, both immediate and over the long-term.

Here is a list of what is included in all basic tune-up sewing machine service:

- Clean, oil, and lubricate all applicable parts, necessary gears, levers, and pulleys, and bobbin area
- Remove lint/threads, etc. inside the sewing machine and clean the outside of machine
- Check feed dog height. Adjust needle bar, hook timing, if needed.
- Clean upper tension assembly if needed and test the tension
- Check lightbulb
- Check power cords and wiring for wear/safety
- Check motor and belt operation
- Check stitch selectors—both length and width
- Check lower bobbin tension.
- Check bobbin winder if applicable
- Parts that are included with the basic service (if needed) are bobbin winder tire (if necessary) and a new needle put in the sewing machine for an accurate test sew. Replacement belt and lightbulb, if needed, will be extra (but you will be contact first before these applied to your machine).
- **Basic tune-up service does not include replacement or repair of worn parts.*

****PLEASE NOTE:**

The tune-up service fee **does not** include the cost of missing parts or replacing the wiring on motors and/or foot controllers, or missing parts such as needle plates, motors, bobbin winders, tension assemblies, etc. If the motor of your machine is in poor condition, a new replacement is recommended as it’s more cost effective than trying to repair the old one. Once it’s determined whether the wiring or parts needs to be replaced, I will let you know the cost of both parts and labor prior to doing any further work.



For repair work beyond the basic tune-up service, a quote will be given separately, verbally and in writing, after assessing/diagnosing your sewing machine and your agreement to continue with repairs/service.

***Depending on the complexity of the repairs and parts needed to be ordered, a deposit may be required before further work is performed on your machine.**

***Please acknowledge that you've read our terms & conditions **on our website** and have completed the form in its entirety. If this form is not completed fully, your machine will not be added to the queue.*

Signature _____ Date _____

After filling out and reading the Terms, please sign and have this form ready when you drop off your machine (or I pick up your machine).

Thank you,

Kate

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