



elna
SWISS DESIGN

Customer Care

Warranty for
Sewing Machines



Elna Extended Warranty
available for sewing machines.

Peace of Mind,
for an extra one ,
two or three years.

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Warranty for Sewing Machines

Congratulations

You now own one of the most reliable sewing machines and/or overlockers available today.

You can be completely confident that your sewing machine has been manufactured using the very latest technology, whether it is mechanical, electronic, or computerised. Obviously, at this stage, with a brand new appliance, the possibility of breakdown seems remote, and we sincerely trust that it will remain so. Equally, we are all now aware of the high call out costs for electrical appliances.

Fortunately the Elna reputation has been built upon the high quality of our products and full after sales support.

Just in Case

Your brand new purchase comes with our standard **TWO years Free Warranty**, which will cover both parts and labour, just in case.

Please make sure that you register your new machine with us so that we can begin the service support straight away.

Don't forget, send us your registration card as soon as you can.

And now....

A Real Opportunity for you

Extra Cover for up to FIVE years.

Now is also the time to consider whether you want to extend that cover for up to FIVE years by taking advantage of our Extended Warranty Scheme that applies when taken out within 30 days of your actual purchase.

You can choose up to three additional years giving you a total of FIVE years complete cover! Or if you prefer to add just one or two extra years cover, that too is available.

Please consider your options here as we strongly recommend the scheme to our customers, for complete peace of mind up to five years.

Give yourself **Peace of Mind**,
for an extra one, two or three years.

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Give yourself
Peace of Mind
for an extra one
two or three years

One, Two or Three.

You can choose between one, two or three years extra cover (making a total of five) for a one-off payment right now.

And you are entitled to change your mind after sending your details through to us if you wish.

A few Terms and Conditions.

1. **You can choose up to three additional years** on top of the standard two years warranty.
2. **You can cancel within 45 days of the purchase** of this extended warranty.
3. **You can cancel at any time during the contract** and receive a pro-rata refund.
4. **All cancellations will be subject to a £5 cancellation fee.**
5. **This extended warranty offer is available from 30 days** after the purchase date of the product.
6. **This extended warranty is backed by the manufacturer** and not a third party company.

The Final Piece in the Warranty Jigsaw

It's like fitting pieces in a 'Peace of Mind' jigsaw. Give yourself that reassurance by fitting all the pieces to give you a total of FIVE years cover.

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One, Two, Three and Four Categories.

We have carefully differentiated our sewing machines into the four separate categories shown here.

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Warranty for Sewing Machines

Type of Product	Additional Cover	Cost	Please tick
Mechanical Sewing Machines and Overlockers	1 year	£10	<input type="checkbox"/>
	2 years	£20	<input type="checkbox"/>
	3 years	£30	<input type="checkbox"/>
Computerised Sewing Machines and Overlockers	1 year	£20	<input type="checkbox"/>
	2 years	£40	<input type="checkbox"/>
	3 years	£60	<input type="checkbox"/>
Embroidery Only machines	1 year	£25	<input type="checkbox"/>
	2 years	£50	<input type="checkbox"/>
	3 years	£75	<input type="checkbox"/>
Combined Sewing & Embroidery machines	1 year	£40	<input type="checkbox"/>
	2 years	£80	<input type="checkbox"/>
	3 years	£120	<input type="checkbox"/>

Minimising Costs

By categorising the Elna sewing machines in this way we are able to minimise costs for the entry-level and practical sewing enthusiast. You will see that one extra year in this category costs just £10

30 Days.

Please give this idea serious thought as you have 30 days from the date of purchase to make your decision.



Give yourself **Peace of Mind,**
for an extra one, two or three years.

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Warranty for Sewing Machines

Application Details

I wish to apply for **ELNA Extra Cover**
and enclose my crossed cheque/postal
order for **£** _____

payable to Janome UK Ltd.

Please complete carefully

Model No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Serial No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Initials

--	--	--	--	--	--

Surname

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Address (UK Mainland & Northern Ireland only)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Post Code

--	--	--	--	--	--	--	--

Date of Purchase

--	--	--	--	--	--	--	--

Name of Seller

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Town or Area

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

SIGNED

DATE

Post to:

**Elna UK Customer Care,
Janome UK Ltd., FREEPOST, Bredbury, Stockport, Cheshire. SK6 2YB**

No stamp is required. Your Elna Extended Warranty Certificate will be forwarded to you within 28 days from receipt of your remittance. If you are in any doubt about the Extended Warranty Scheme, or your existing guarantee please telephone us on 0161 666 6006.

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Your Extended Warranty Certificate

Once you have sent us the details about your sewing machine and the extended period you have decided upon, we will send back your **Extended Warranty Certificate** with your choice marked on.

2 Years Cover as standard.

Should you need to exercise your right for service under the initial TWO year FREE cover, please contact the place of purchase for any service work required. And customers who purchased their machines from mail order/magazine offers etc., should contact Elna UK at Southside, Bredbury, Stockport, Cheshire, SK6 2SP.

Telephone 0161 666 6006
Fax 0161 494 0179

Your Extended Warranty

For repairs under your choice of extended agreement, either the extra one, two or three years, just call the Elna Head Office Customer Help Line
telephone 0161 666 6006

Extended Warranty

The Extended Warranty covers manufacturer's mechanical faults which exclude those consumable parts such as bulbs, loopers, blades and bobbin cases, shuttle hooks, bobbin holders, needle threader pins, needle plates, motor carbon brushes or any part replaceable by normal wear and tear. And does not cover damage by customer misuse.

The image shows a sample of an Elna Extended Warranty Certificate form. The form is white with a red Elna logo at the top. The title is "Extended Warranty Certificate". There are several lines of text with red handwritten annotations: "Your Name" and "Address" are written in red above the first two lines. A red circle is drawn around the word "years" in the line "To an extended warranty totaling _____ years from the original date of purchase". Another red circle is drawn around the word "Service" in the line "Application for such service should be made to the address on this certificate." Below the form, there is a red "Service" stamp and the text "Authorized on behalf of Elna UK". At the bottom of the form, there is a small line of text: "Elna Centre, Southside, Bredbury, Stockport, Cheshire SK6 2SP. Tel: 0161 666 6011 Fax: 0161 494 0179".

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