



Grace Company Limited Warranties

All customers requesting support will be required to provide a proof of purchase and registration if the warranty card is not present and applicable. The Grace Company Product Warranties are still valid if bought from an authorized Grace Company dealer. The Grace Company is not subject to dealer warranties, cost of labor repairs or shipping expenses. All quilting machines must be returned in their original box. If the customer does not have their original quilting machine box, they will need to buy a box from Grace Company to return their machine in. Warranties do not transfer over to a secondary owner. Any parts damaged by the customer do require payment for parts and shipping. All warranties guard against manufacturing and material defects.

30 Day Money-Back Guarantee

Grace Company strives for excellence in all we do. Any products purchased directly through The Grace Company are backed by our 30 Day Guarantee. This does not extend to purchases made through authorized dealers, who generally have their own return guarantee policy. If you are not satisfied within the first 30 days after purchase, The Grace Company will refund you the price of the product. Under the 30 Day Money-Back Guarantee the customer is responsible for all shipping costs. All products must be returned in new condition or the money-back guarantee is void.

Proof of purchase will be required. All Grace Company products are eligible for this guarantee.

First 90 Day Guarantee

For the first 90 days after purchase, The Grace Company will replace any parts with manufacture or material defects for free. The customer is responsible for shipping the product to Grace Company. Grace Company will provide the labor at their headquarters free of charge. Every Grace Company product is backed by this guarantee. Proof of purchase will be required.

1 Year Limited Warranty

- Continuum
- Continuum II
- Q-Zone Queen
- Sewing Machine Laser
- Rear Handles
- DM2 Grace Hoops
- Q-Zone Hoop-Frame
- SureStitch
- Luminess Light Station
- Speed Control
- Q-Zone Hoop-Frame Pro
- Gracie Laser

2 Year Limited Warranty

Under the 2 Year Limited Warranty, Grace Company will at its discretion repair or replace any product with material or manufacturing defect. The customer is required to return the product to Grace Company. Upon receipt of the product,

Grace Company will determine whether to repair or replace the defective product or part. The customer is responsible for any shipping costs required to get the product to or from the Grace Company. This warranty does not cover parts that are damaged through misuse, improper storage, improper assembly, loss, natural events, or willful destruction. See below for product list:

- Qnique 15M
- Qnique 15R
- Qnique 15 Pro
- Qnique 19
- Qnique 21
- Qnique 21 Pro
- All Grace Qnique Quilting Machine Electronic Parts
- QuiltMotion/ Quilters' Creative Touch 5

5 Year Limited Warranty

Under the 5 Year Limited Warranty, The Grace Company will at its discretion repair or replace the cast metal body of the Qnique Quilting Machines if not free of manufacturing defects or imperfections causing product failure. Parts must be sent to The Grace Company at customers expense before The Grace Company will choose to replace them. This warranty does not cover parts that are damaged through misuse, improper storage, improper assembly, loss, natural events, or willful destruction. See below for product list:

- Q'nique 15M
- Q'nique 15R
- Q'nique 15 Pro
- Q'nique 16X M
- Q'nique 16X
- Q'nique 16X Elite

- Q'nique 19
- Q'nique 21
- Q'nique 21 Pro

10 Year Limited Warranty

Under the 10 Year Limited Warranty, The Grace Company will at its discretion repair or replace the cast metal body of the Qnique Quilting Machines if not free of manufacturing defects or imperfections causing product failure. Parts must be sent to The Grace Company at customers expense before The Grace Company will choose to replace them. This warranty does not cover parts that are damaged through misuse, improper storage, improper assembly, loss, natural events, or willful destruction. See below for product list:

- Q'nique 21X Elite
- Q'nique 19X Elite

Grace Company Limited Warranties Exclusions

The Grace Company has no obligation under any warranty provided above to repair or replace products that have been altered outside of The Grace Company specifications, misused, neglected, purposefully damaged, damaged in transit, improper assembly, loss, natural events or have been subject to improper maintenance.

The above warranties do not cover the risk that the user assumes in operation of any Grace Company Products and therefore excludes any liability to The Grace Company for loss, failure, deterioration, personal injury or damage. Under no circumstances will The Grace Company be liable to a purchaser or third parties for special consequential damages, including, but not limited to, death or personal injuries.

All warranties are subject, but not limited, to the following exceptions:

- Products that are returned back to The Grace Company are received damaged, altered or packaged improperly.
- Used besides intended quilting application.
- Error on the customers use of the product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Dealers or The Grace Company.
- Broken pins on connectors
- Connector(s) damages, cracked, or broken
- General incidental or special damages including damages to fabric or material, the cost of rework or lost profits.

TrueCut Warranty

Products listed below have a limited warranty, all warranty lengths are specified in the following appropriate sections. Regardless of warranty length, issues that arise should be reported to The Grace Company/ TrueCut as soon as possible so our expert Customer Relation Specialists can provide support and ensure the best quality help is given to our valued customers. All customers requesting support will be required to provide a proof of purchase and registration if applicable. The Grace Company/ TrueCut Product Warranties are still valid if bought from an authorized Grace Company/TrueCut dealer. The Grace Company/ TrueCut is not subject to dealer warranties, cost of repairs or shipping expenses. The Grace Company/TrueCut takes discretion in replacing parts and deeming if a warranty is void. Warranties do not transfer over to a secondary owner. Any parts damaged by

the customer do require payment for parts and shipping. All warranties guard against manufacturing and material defects

30 Day Money-Back Guarantee

The Grace Company/TrueCut strives for excellence in all we do and if you are not satisfied with how your product functions, The Grace Company/ TrueCut will refund you the price of the product. Under the 30 Day Money-Back Guarantee the customer is responsible for all shipping costs. All products must be returned in new condition or the money-back guarantee is void. Proof of purchase will be required. If an issue is reported after 30 days of purchase the money-back guarantee will be void. See below for products covered:

- MyComfort Cutter Product Line
- StraightCut Cutter Product Line
- Linear Sharpener
- TrueGrips/ AppliGrips/ Sue Pelland Grips
- Circle Cutter 360
- Non-Slip Pads
- Cutting Mats
- All Blades
- All Rulers
- Electric Sharpeners

1 Year Limited Warranty

Under the 1 Year Limited Warranty, The Grace Company/TrueCut will at its discretion replace parts that have manufacturing or material defects. Parts must be sent to The Grace Company/TrueCut at customer's expense before The Grace Company/Truecut will choose to replace them. This warranty does not cover parts

that are damaged through misuse, improper storage, improper assembly, loss, natural events, or willful destruction. See below for products covered:

- TrueSharp 2 Power Sharpener

Limited Lifetime Warranty

All customers requesting support will be required to provide a proof of purchase and registration. The Grace Company/TrueCut Limited Lifetime Warranty is still valid if bought from an authorized Grace Company/TrueCut dealer. The Grace Company/TrueCut is not subject to dealer warranties, cost of labor repairs, or shipping expenses. The Limited Lifetime Warranty does not transfer over to a secondary owner.

Under the Limited Lifetime Warranty, The Grace Company/TrueCut will at its discretion replace products that have manufacturing or material defects on currently manufactured products. If the product has been discontinued, The Grace Company/TrueCut will at its discretion replace the product with a like product.

Products must be sent to The Grace Company/TrueCut at customers' expense before The Grace Company/TrueCut will choose to replace them. Under the Limited Lifetime Warranty, the customer is responsible for all shipping costs.

This warranty does not cover products that are damaged through misuse, improper storage, improper assembly, loss, natural events, or willful destruction. See below for products covered:

- All StraightCut cutters

- All MyComfort cutters

Grace Company/ TrueCut Limited Warranties Exclusions

The Grace Company has no obligation under any warranty provided above to repair or replace products that have been altered outside of The Grace Company specifications, misused, neglected, purposefully damaged, damaged in transit, improper assembly, loss, natural events or have been subject to improper maintenance.

The above warranties do not cover the risk that the user assumes in operation of any Grace Company Products and therefore excludes any liability to The Grace Company for loss, failure, deterioration, personal injury or damage. Under no circumstances will The Grace Company be liable to a purchaser or third parties for special consequential damages, including, but not limited to, death or personal injuries.

All warranties are subject, but not limited, to the following exceptions:

- Products that are returned back to The Grace Company are received damaged, altered or packaged improperly.
- Used besides intended quilting application.
- Error on the customers use of the product.
- Internal adjustments, tampering or parts replacement done by anyone except authorized Dealers or The Grace Company.
- Missing, damaged, cracked, or broken connector pieces.
- General incidental or special damages including damages to fabric or material, the cost of rework or lost profits.