

# Warranty

We've got you covered

---

## Coverage

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.

## Warranty

Ricoma's **Warranty** applies for the warranty period specified for the specific product below. The warranty period begins on the date of the invoice as indicated.

Product	Warranty Period
---------	-----------------

<i>Embroidery Machines</i>	5 Years
All Parts and Labor	1 Year
Electronic Components	3 Years
Drive Train	5 Years
<i>Options- Accessories</i>	90 Days
<i>Heat Presses</i>	90 Days
Electronic Components	1 Year
Heating Elements	90 Days
<i>Heat Press Labor</i>	90 Days
<i>Steam Presses</i>	1 Year
<i>Cutters</i>	1 Year
<i>Sewing Machines</i>	90 Days
All Parts	1 Year
Labor	90 Days

<i>Printers</i>	1 Year
*Subject to Manufacturers Warranty and Following Maintenance Upkeep	

## **\*Except for Consumable Components**

Consumable and/or expendable components, including, but not limited to needles, bobbin cases, rotary hooks, bulbs, fuses, air filters, needle bar reciprocators, plastic spiral bevel gears, etc.

## **NOT COVERED UNDER THIS LIMITED WARRANTY**

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, which includes but is not limited to proper lubrication, thread tensioning, needle orientation and hooping
- External factors such as environment, maintenance neglect, or electrical supply problems

- Computer and networking hardware not supplied by Ricoma
- Any shipping besides ground shipping. If the customer wishes to have expedited shipping, they can pay the difference for the expedited shipping covered under warranty during first 90 days, otherwise, all shipping after 90 days is covered by the customer
- General product maintenance and preventative maintenance
- Additional operator training
- Products or parts have not been paid for or returned to Ricoma within the period specified below

*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.*

## How to contact Ricoma for Warranty Support

To secure warranty support, you must contact Ricoma's Customer Support during the warranty period at 1-888-292-6282 or email us at [service@ricoma.us](mailto:service@ricoma.us), between 9 AM to 9 PM ET. Please be ready to provide the machine's serial number, your name, phone number, email address, and description of the problem. For onsite warranty work, outside of 90 days, please be prepared to pay for travel and expenses to your location. The purchaser will be charged for any service not covered under the Warranty.

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.