

Product Warranty

2-Year Warranty

Your authorized and certified Janome Shop at Home dealership will, for a period of 2 years from the date of sale, repair or replace, free of charge, any parts of the machine, with the exception of needles, knives, loopers, needle plate, bobbin case, light bulb and rubber parts (motor, foot control and belts are guaranteed for a period of one year after the purchase date), which become defective due to faulty workmanship or material.

Limited 15-Year Extended Warranty

For a period of a further 15 years, your Janome Shop at Home dealership will warrant that all parts with the exception of those listed above, and electrical and/or electronic components (2 year warranty), are free from defects in workmanship or material. Should any parts be found to be defective during the warranty period, it will be exchanged for a new part. **All costs of postage, transportation and labour are the responsibility of the purchaser.** This sewing machine is warranted only in normal household (non-commercial) use. **This warranty does not cover failures caused by improper maintenance or repair, abuse, normal wear and tear, misuse, or events beyond our control.** This warranty extends only to the consumer who has originally purchased this sewing machine from an authorized Janome dealer. For service under this warranty, simply contact the authorized Janome dealer (from which the purchase was made, visit the [SAH shipping dealer](#) page) or via the contact information on your email receipt. The purchaser must show or attach the original bill of sale as proof of purchase in order to validate the warranty.

Warranty Service

Warranty Repairs: Please contact your shipping dealer prior to sending a machine in for repair. They may be able to help you without seeing the machine up close. Also, they can let you know about expected turnaround times for checking your machine over, etc.

Register Your Warranty [here](#).