



# Return/Exchange Form

*Our #1 goal is to make sure you're completely satisfied with your order and the service we provided! You have 90 days to return your order for an exchange or a refund (provided the item(s) and factory original packaging, bags, labels, &/or foam is/are in new condition). Excluding non-returnable products.*

**If we** made a mistake or the item was broken you must contact us within 30 days. Defective or broken products will be inspected and tested when we receive your return to verify item condition.

**If you** decide to simply return any items for exchange or refund, just ship it back to us for a refund. All shipping charges will be deducted from your refund amount. After 60 days a \$5 or 10% restocking fee (whichever is greater) will apply.

Please allow 7-10 days for your return to be processed.

Phone Number:  
**(888) 824-1192**

Return Address:  
**Sewing Parts Online  
Attn: Returns Dept  
115 W Christi Drive  
Dickson, TN 37055**

**Non-returnable items:**

Any item without original packaging, items damaged by you or deemed in un-saleable condition, special order items, opened, software and designs, circuit boards, or any product indicated non-returnable on [sewingpartsonline.com](http://sewingpartsonline.com)

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**All fields below are required. The RMA number must be visible on the outside of the box. Any returns received incomplete or without a visible RMA number will be rejected. RMA numbers can be obtained by calling us at 888-824-1192**

RMA #: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Phone #: \_\_\_\_\_

Your Machine Brand: \_\_\_\_\_

Your Machine Model: \_\_\_\_\_

Please let us know the reason for the RMA:

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All defective product must be returned to us, at your expense, for testing. Once the product has been verified as defective we will send out a replacement and refund the cost of shipping the product back to us. Shipping costs will be calculated based on USPS First Class (<1lb) or USPS Priority Mail (>1lb). When refunded by check, the check is valid for 180 days.