



# **Fix Sewing Machines Technical Support Program**

**Regular: Set Up \$50.00 & \$25.00 Per Month**

(Tech Support Without Purchase Of A Training Program.)

As a special bonus for your purchase you are receiving a Free 60 Day Trial Subscription to Fix Sewing Machines Technical Support Program.

There are two crucial features of Technical Support Program:  
Email Support and National Service Center support.

## **Email Technical Support**

Providing speedy, accurate, and effective technical support requires that the subscribing technician provide as much information as possible for our technicians to diagnose the problem and provide potential solutions.

The following steps are needed to process your request for technical support through email.

1. Your name, address, email address, and phone number.
2. The Make and Model Number of the suspect machine.
3. Your detailed description of the problem as you see it. Your specific questions, steps you have already taken, and other comments that you feel might be helpful.
4. Digital photos of the front of the machine, the suspect areas of the machine, and any angles that may be helpful.

Submit the above information by email with the attached photos. A technician will reply within 24 hours. Subscription covers machines that match your purchase type.

Responses to technical support items may include questions from the technician, a series of tests to perform, instructions, or other descriptions to assist you in your repair efforts. Phone follow up is charged at \$.75 per minute. Our technicians are not liable for any repair issues derived from their recommendations.



# Professional Repair Services

## CONSUMER SERVICES

Consumers depend on our Professional Sewing Machine Technicians for repairs and services. For the past sixteen years, we have provided the finest sewing machine repair services in Central Texas. Sewing machine users in need of this service may bring the sewing machine for service to our regional service center in Killeen, Texas. They may also ship the machine to us for service. Our turn around rate is less than two weeks, and we offer a solid written labor warranty on all our Full Services.

Consumers may contact us concerning repairs only at:

Killeen Sew And Quilt Store  
2201 South W.S. Young Dr. Ste. 111C  
Killeen, Texas 76543

Service Center  
Phone: 254-616-2200  
Ask For Jeremiah.

He is our Senior Sewing Machine Technician

### Policies And Pricing:

Please call first before you ship your sewing machine in for service so we can plan for your sewing machine. You will need to pay shipping to us.

We will perform a Full Service on each machine shipped to us for repair. The rate for Full Service is currently \$99.00.

If parts exceed \$50.00, we will contact the customer by phone or email for authorization prior to completing the repair.

Labor rates for extended repairs beyond the Full Service will be charged at \$70.00 per hour. If a repair is anticipated to run over \$200.00 including parts, we will contact the customer by phone or email for authorization prior to completing the repair.

Once the customer authorized the repair, and the repair is completed; we will calculate the complete bill including: Full Service, Parts, Extended Labor, and Return Shipping. We will then contact the customer for payment and processing. The customer may pay by credit card or mail a check payable to Killeen Sew and Quilt. Upon completion of the transaction, the machine will be shipped back to the customer.



## **WHOLESALE SERVICES**

Periodically, sewing machine technicians will encounter problems beyond their knowledge and skills. This happens to the best of us from time to time. To provide support for professional sewing machine technicians, we will provide a similar service to the one described above and charge wholesale rates.

We do not extend wholesale repair services to other professionals in the sewing community.

Members subscribed to your technical support program may send problem machines to us for repair.

The same basic policies provided to consumers, and practices described above apply, however, our wholesale rates are as follows:

Full Service: \$59.95

Wholesale Parts Pricing: As Needed.

Wholesale Hourly Rate: \$40.00 per hour of extended labor.

Shipping is the Customer's Responsibility.

## **Technical Support Subscription**

When you subscribe to Fix Sewing Machines Technical Support, you receive unlimited Email Support to answer your questions and assist with your repair challenges. You also receive unlimited wholesale repair services in our Killeen Service Center including wholesale parts plus shipping and handling.

As an independent technician the value of these services is huge. You might expect to pay \$129.95 a month or \$99.99 for such a service, however, the subscription rate for Technical Support is only \$12.95 per month or six months for \$59.95. As a special bonus with your purchase you get the first 60 days free for that type of sewing machine. You may unsubscribe at any time no questions asked.

**SUBSCRIBE NOW**