

All Customers

Subject: Machine Warranty and Service Maintenance Agreements

Dear valued Customer,

Due to the JoAnn voluntary Chapter 11 proceedings, we temporarily paused our repair intake process via our Viking Sewing Gallery locations. Starting **March 1<sup>st</sup>**, we will begin accepting repair, service, and warranty requests through our new intake process. **Rest assured, we will continue working with the same trusted repair technicians you've come to rely on.**

Beginning March 1<sup>st</sup>, customers can open a claim or request repair services in the following manner:

- Chat with a service agent and/or open a service ticket on our website [Official HUSQVARNA VIKING | Sewing & Embroidery Machines](#).
- Speak with our customer care team at 1-800-474-6437
- Search for a local service provider by zip code on our website [Repair Locator| Husqvarna® Viking®](#) At this time, the number of local providers is limited our Singer Experience Centers (SEC) within Michael's stores. We are working to expand these options throughout 2025 to include trusted local dealers to better serve you and provide more local walk-in options.

After working with one of our trained service representatives, if it is determined that a repair is necessary or a service is due, you will receive a UPS prepaid shipping label, packing materials ideal for your machine, instructions to initiate sending your machine, and a secure link to process any necessary deposits.

Upon receipt, our team will carefully evaluate your machine and provide you with repair estimates, both covered and non-covered, for your approval. Once the repair is complete, the final payment transaction will be securely processed via our website and your unit will be shipped back to you. In the event you do not accept a quoted repair, your unit will be returned to you.

We understand you may have been waiting to send in your machine, and we apologize for the delay. From now until March 1<sup>st</sup> reach out to our customer care team at 1-800-474-6437 to be placed on the priority customer list. After March 1<sup>st</sup>, the customer care team will reach out to initiate the process.

**As a courtesy for the delay of services, all customers with a current Service Maintenance Agreement were issued a two-month extension to their service plan.**

We're sorry for any trouble this delay may have caused. We understand how important it is to keep your machine up and running, after all, it's what helps your creativity shine.

We stand behind all our machines. We value you as a customer and are grateful for your understanding during this time. Thank you for your patience, and we look forward to assisting you with your repair soon.

Sincerely,

Your SVP Worldwide Team