



# BUTLER

QUILTING ROBOT

## WARRANTY

QUILTING MADE EASY.

### Original Warranty Void

The installation of Butler on a quilting machine should NOT void any Manufacturer Warranty (if there is a question, check with manufacturer). Quilt-EZ provides warranty coverage of Butler components.

### Warranty Coverage

Butler comes with a limited 24 month limited Warranty. This warranty is not transferrable, and only applies to the original End User. The 24 month limited warranty is through the original retailer the Butler was purchased from, not through the factory (Quilt EZ).

Quilt-EZ warrants that the Hardware shall be free from material defects in design, materials, and workmanship and will function, under normal use and circumstances, for a period of 24 months after registering Butler with the Dealer from whom Butler was purchased or registering online at [www.quilt-ez.com](http://www.quilt-ez.com).

Hardware is defined as including:

- Cables
- User interface "display"
- Hardware attachments for frame
- Motor box (houses the motors and all PCB components)

Any defects in the first year from date of purchase, Parts & Labor will be covered free of charge. Any defect occurring in the second year from date of purchase, Parts will be covered, Labor will not. All Diagnostic and Shipping charges will NOT be covered.

If Butler is not registered within two months of the purchase date, the warranty will be void.

End-User's sole and exclusive remedy, and Quilt-EZ or Dealer sole and exclusive liability for defective Hardware shall be, solely upon confirmation of a defect or failure of Hardware to perform as warranted, either repair or replace the defective part without charge, subject to the conditions and limitations stated herein. Such repair service will include all labors (during first 12 months) as well as any necessary adjustments and/or replacement parts.



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### **Warranty Claims**

By submitting a warranty claim, Customer accepts and agrees to be bound by all the terms and conditions contained herein. The process for a warranty claim is as follows:

1. Inform Dealer as soon as the warranty claim arises;
2. Send to Dealer your original proof of purchase, Butler serial number and proof and description of the fault;
3. Subject to the applicable consumer laws in customer's jurisdiction, customer pays for all packing, freight, transportation, and insurance costs for transit of Butler.

If the warranty claim is accepted Dealer will, subject to the applicable consumer laws in customer's jurisdiction at its cost:

1. Repair or replace any faulty parts or rectify any faulty workmanship; and
2. Return Butler to you.

Any Butler shipped to or delivered to Dealer or Quilt-EZ must have prior notification and approval or the unit will be refused and shipped back to the customer at their expense.

### **Warranty on Repaired Parts**

All replacement Hardware furnished to End-User under this Warranty shall be new or reconditioned to be functionally equivalent to new. Replacement Hardware is warranted to be free of defects in material or workmanship for the remainder of the warranty period of the original Hardware. All defective Hardware, which has been replaced, shall become the property of Quilt-EZ.

### **Warranty Restrictions and Disclaimer**

Warranty shall be void due to any of the following: (1) if the Product has been opened, modified, altered, or repaired, except by Quilt-EZ or an Authorized Dealer, (2) if the Product has not been installed or maintained or used in accordance with instructions provided by Quilt-EZ, (3) misuse, abuse, accident, thermal or electrical irregularity, theft, vandalism, fire, water or other peril, (4) damage caused by containment and/or operation outside the environmental specifications for Butler, (5) connection of Butler to other systems, equipment or devices or use with other software (other than those specifically approved by Quilt-EZ, or (6) removal or alteration of identification labels on the Product or its parts (7) if the android tablet is not purchased from Quilt-EZ or an Authorized Dealer (8) An Uninterruptible Power Supply (UPS) with Automatic Voltage Regulation (AVR) is not used (9) failure to comply with all warranty return terms and conditions set forth herein.

Quilt-EZ or Dealer shall not be responsible for any software, information, or memory data of End-User contained in, stored on, or integrated with any Butler returned for replacement.



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The warranty does not cover: circumstances beyond Quilt-EZ or Dealer control; normal wear and tear, natural disasters; misuse, abuse, pest infestation; damages due to accident; damages due to broken or cracked parts; damages due to electrical surges such as lightning or sparks; exposure to liquid or infiltration of foreign particles, servicing or modification of Butler other than by Quilt-EZ or Dealer; service or parts to correct problems resulting from the use of attachments, accessories, or alterations not authorized by Quilt-EZ or Dealer; service required as the result of unauthorized modification, upgrading or service; failure to follow Quilt-EZ operating and maintenance instructions; use of the product in voltages other than designated voltage.

Repair or replacements of defective parts without charge are Quilt-EZ or Dealer's only obligation under this warranty. Whole unit replacement or refund is not an option to this warranty agreement. Quilt-EZ will not be responsible for any consequential or incidental damages resulting from the purchase, use, or improper functioning of the unit regardless of the cause. Such damages for which Quilt-EZ will not be responsible include, but are not limited to, loss of revenue or profit, downtime cost, loss of use of the unit, loss of or damage to software programs or stored data cost of any substitute unit, facilities or services, or claims for such damages.

Quilt-EZ does not warrant that Butler is locally certified for electrical compliance in any country.

Quilt-EZ and Dealer reserves the right to repair or replace customers' units at its discretion; make improvements and or changes to its equipment any time a unit is submitted for warranty repair; to refuse or reject any and all warranty claims for any reason whatsoever if, based on Quilt-EZ or

Dealer's estimation, damage to subject equipment was not caused by component or factory workmanship defects.

If at any time after the purchase of Butler and before the expiration of the warranty, the Dealer is no longer in business, contact Quilt-EZ directly to start your warranty claim.

The disposal or use of the machine's original manufactured parts that Butler will replace are subject to the discretion of Quilt-EZ or the user.

### **Limitation of Liability**

In no event will Quilt-EZ or Dealer be liable for any indirect, incidental or consequential damages of any kind regardless of the form of action, whether in contract, tort including negligence, strict liability or otherwise, even Quilt-EZ or Dealer has been advised of the



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possibility of such damage, and whether or not any remedy provided should fail of its essential purpose. The total cumulative liability to End-User, from all causes of action and all theories of liability will be limited to and will not exceed the purchase price of Butler. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to End-User.