



Limited Warranty

Your Silhouette Cameo machine is warranted in two ways; The original manufacturer 90 day warranty, and is extended by Expressions Vinyl for as long as you own the machine.

What is Covered

Your machine is covered by Silhouette America, initially against manufacturer defects and is extended by Expressions Vinyl for the same. Should your machine ever malfunction under normal use, Expressions Vinyl will repair or replace your machine as long as parts or like machines are still in production and available.

What is Not Covered

Normal wear items are not covered under the warranty. This includes the blade and the cutting strip. Any other accessories that may have been included in a bundle purchase, such as a mat, are also not included in the coverage.

Your machine is also not covered for accidental damage like running it over with your car or dropping it in your bathtub. Acts of God, such as fire, flood, or locust infestation are also not covered. As well as if your friend Stacey steals it because she is jealous.

Expressions Vinyl will also not be held liable for damage to other items relating to a malfunction of the machine.

How Do I Make a Claim

To make a warranty claim at any time, you will simply contact Expressions Vinyl through the contact us link on the website at ExpressionsVinyl.com or by calling Expressions Vinyl at 1-800-309-1891.

What to Expect When Making a Claim

The first step will be verification that your machine was purchased from Expressions Vinyl. This will be verified with an order number from the outlet you purchased through, and will need to be verified by the Expressions Vinyl support team. This will be easy if the purchase was made directly on ExpressionsVinyl.com, and may take a little more time if it was made on a third party site such as Amazon.

The second step will involve some troubleshooting to verify whether the problem can be remedied through support communication. Depending on the nature and complexity of the problem, Expressions Vinyl may refer you to contact Silhouette America directly for troubleshooting assistance, however, this will be a last resort. We want to keep this a trouble free experience for you.

In the event the problem cannot be remedied through support, a shipping label will be sent to you to return the machine to Expressions Vinyl for further diagnostics at the expense of Expressions Vinyl.

Once a determination has been made on what the issue is, your machine will either be repaired or replaced and returned to you at the expense of Expressions Vinyl.

We will make every effort possible to ensure that you are without your working machine as short a time as possible. We know very well that a day without your Cameo can be as painful as a day without oxygen.

Length of Warranty

Warranty coverage is extended to the original purchaser for as long as you own the machine and it can be repaired with original parts or replaced with the same model of machine. In the event the machine was purchased for you as a gift we will need the original purchase information in order to honor the warranty