Warranty & Service

BakeMax provides a 1-Year Limited Parts and Labor warranty on most items, there are select items which carry a Limited 2-Year Warranty. Extended Warranty is available on some products. Please contact us for details. The Warranty is not transferable and is limited to original installation of equipment sold by BakeMax for the original user.

For all Warranty Claims, Proof of Purchase and/or Serial Number is required. Once the machine is approved, BakeMax will provide our customers with on-site Warranty Coverage on all equipment more than 100lbs. BakeMax assumes no responsibility for down time or loss of product. Repairs must be Pre-Authorized by BakeMax and have a Service Authorization Number issued prior to commencing Warranty Service.

Warranty begins 10-Days after shipping from warehouse; delays in installation which would extend the Warranty must be Approved. All equipment must be installed and connected by Qualified Professionals in accordance with the Manual Specification. Products shipped are to be inspected at time of delivery, the receiver is responsible for inspection.

Any abuse or improper use of the equipment will void the warranty. This includes failure to follow all cleaning instructions, improper installation, improper maintenance, failure to follow capacity charts, improperly wired electrical connections. The Warranty does not apply to abuse, willful or accidental damage, or to products used for other than their intended purpose. Normal wear parts such as Accessories, Attachments, or Electrical Components such as Fuses, Bulbs, Elements, and Switches carry a 90-Day Warranty only.

Bench Warranty (Machines Weighing 100 lb. or less)

Once the machine is Approved for Warranty Service, if the machine requires Warranty work in less than 30 days of purchase date, BakeMax will pay all shipping charges. Once the machine is received and repaired it will be returned to the user at BakeMax expense. Freight Damages during return shipping is the responsibility of the owner of the machine.

The following is not covered under the BakeMax Warranty:

1. Overtime Labor Rates are not covered by BakeMax.
2. All parts will be shipped via Ground Courier only; If Express Shipping is required, it will be the responsibility of the Customer or Dealer.
3. Travel for Warranty Service is covered up to 100 Miles /160 Km Roundtrip, any further milage will be the responsibility of the Customer or Dealer.
4. There is no on-site Warranty Service for Residential Addresses or addresses outside of the contiguous United States (*Lower 48)* or Canada.

***BakeMax machines sold outside of the contiguous United States* (*Lower 48), or Canada will carry 1-Year Parts Warranty only.*

Terms & Conditions

Terms
Net 15 days subject to Credit Approval. All past due Accounts are subject to 2% per month Service Charge as per Credit Application. We accept Visa, MasterCard, and Discover Credit Cards. We also accept E-Transfer & Wire Transfer, additional fees may apply.

Pricing
All prices are subject to change without notice. All prices are Sales Tax Extra, should you be claiming Tax Exemption, Tax Exempt Forms must accompany your Purchase Order. BakeMax products are sold in Canadian and US Dollars. BakeMax is not responsible for specifications errors or printing errors.

Shipping
Free shipping to Canada and the U.S. Minimum order $6,000 for BakeMax and $10,000 for BakeMax America Cooking Line. Tailgate Delivery is $90.00 minimum. All checks made Payable to Titan Ventures International Inc. BakeMax is not responsible for goods damaged during shipping. BakeMax is not responsible for any delays in delivery once product has left our Warehouse and is in the carrier's possession. Products shipped are to be inspected at time of delivery, the receiver is responsible for inspection. Damaged Freight Claims are to be claimed with the carrier. BakeMax assumes no responsibility for Damaged Freight. Shipping Insurance available by request. By signing your name on the delivery receipt without noting any damages, you are stating that you have received your shipment in Acceptable Condition.

Return Policy
Returns will not be Approved unless in Writing. Returns must be made within 30-Days of Purchase and must have a Return Authorization Number issued before returning. The purchase order number, reason for return, and the serial number(s) of the unit are required for the Return Authorization Number. Minimum return amount of $100.00.

Returns are subject to a minimum restocking fee of 30%. The cost of any repairs or re-crating required will be charged back to the dealer. If there is a manufacturer's defect BakeMax® will pay standard freight returned and prepaid shipping back to the customer.

Special Order Items, Clearance / Discontinued Equipment, Parts, Refurbished/Demo Equipment, or Non-Standard items are not Returnable.

Ordering Information
Send purchase orders to BakeMax via e-mail orderdesk@bakemax.com or Fax (506-859-6929). Use Model or Part number when ordering including Voltage Requirements, and Product Description. Please include the Dealer, Name, Address, terms, special delivery, or instructions required or attention names to be applied to packaging. Please notify BakeMax should you need order confirmation or tracking numbers, by calling 1-800-565-2253 or email orderdesk@bakemax.com.

Special Terms and Conditions
BakeMax reserves the right to make improvements or equipment changes without prior permission. Setup and Installation are the end user's Responsibility. Failure to properly Install or Maintain Equipment may Void Warranty.

Catalog, Spec Sheets and Website
BakeMax is not liable for incorrect information found in our Catalog, Spec Sheets or Website. Please contact us to confirm specifications. Pictures and specifications are for general purposes only. Product may not be exactly as shown. Prices and availability may change at any time without notice. Dimensions shown may change at any time without notice.