

Ventura Flex[®] Warranty

Tortilla Masters Equipment, LLC warrants to the original purchaser that new equipment, when installed following our instructions within North America and subjected to normal use, is free from defects in material or workmanship for one year on parts (excludes wear/expendable parts). One Year Warranty for Parts and One Year Warranty for Labor, effective from the date of purchase by the original owner.

This warranty is in lieu of all other warranties, expressed or implied. Tortilla Masters Equipment expressly disclaims any implied warranty of warranty or merchantability or expressed or implied warranty of fitness for a particular purpose.

Tortilla Masters Equipment obligation and liability under this warranty is expressly limited to repairing and replacing equipment that proves to be defective in material or workmanship within the applicable warranty period. All repairs under this Warranty will be performed by an Authorized Designated Tortilla Masters Equipment Service Location during regular working hours. This warranty does not cover services performed at overtime or premium labor rates. Should service be required at times that typically involve overtime or premium labor rates, the owner shall be charged for the difference between average service rates and such premium rates. In no event shall Tortilla Masters Equipment be liable for incidental or consequential damages to the buyer or any third party, including, without limitation, loss of property, personal injury, loss of business or profits or other economic losses, or statutory or exemplary damages, whether in negligence, warranty, strict liability, or otherwise.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by failure to maintain, neglect, abuse, or damage due to excess water, fire, normal wear, improper setup, or use. Periodic maintenance is not covered.

The foregoing warranty provisions are a complete and exclusive statement between the buyer and seller. Tortilla Masters Equipment neither assumes nor authorizes any person to assume any other obligation or liability in connection with said equipment.

Examples of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, vandalism, accident, theft
2. Freight damage
3. Improper installation or alteration of equipment
4. Use of generic or after-market parts
5. Repairs made by anyone other than a Tortilla Masters Equipment designated servicer
6. Lubrication
7. Expendable wear parts. (This includes the tortilla cutter, metal straps, conveyor belt, rollers, wire tensioner)
8. Cleaning of equipment
9. Misuse or abuse

This equipment is intended for commercial use only. Warranty is void if the equipment is installed in other than commercial application.

This warranty is applicable only in 48 contiguous U.S. States.

For Warranty Service Contact: 281-994-7010.

RETURN POLICY

RETURN POLICY: We can accept the return of new, unused items within 30 days of delivery. These items should be in their original packaging and have their serial number.

If you would like to make a return, contact us at 281-994-7010 or email us at info@tortillamasters.com. You will be issued a return merchandise authorization (RMA) number and given the address to which the product should be returned.

All returns will be subject to a 25% restocking fee. Remember, if you want to return your item, contact us before sending it back. Items returned to us without notification will not be eligible for a refund.

Please ensure all original packaging, tags, labels, etc., are included and intact. We will not be held responsible for products damaged in transit due to insufficient packaging/padding.

We highly recommend insuring items for their value when returning to us.

If an item is not eligible for return, you will be notified, and the items will be shipped back to you.

Tortilla Masters Equipment will not be held responsible for the freight amount on returned items.

Returns will not be accepted on used equipment, items with no serial number, returned more than 30 days after delivery or returned without an authorization number.