

# Big Trucks and Toys Online Product Return & Refund Policy

**Effective Date: August 24, 2026**

At Big Trucks and Toys, we want customers to receive the correct products in the condition expected. Because many of the parts and products we sell are vehicle-specific, oversized, special-order, used, or otherwise subject to supplier restrictions, please review this policy before making a purchase.

## Returns

Unless otherwise stated on the product listing, eligible products may be returned within **30 days of delivery**.

To qualify for a return, the product must generally be:

- In the same condition in which it was received
- Uninstalled and unused
- Complete with all components, hardware, accessories, and packaging originally included
- Accompanied by proof of purchase or order information

Big Trucks and Toys reserves the right to deny or reduce a refund when an item is returned used, installed, damaged, altered, incomplete, or in a condition materially different from when it was shipped.

Customers should contact Big Trucks and Toys before sending a return so that return instructions can be provided.

## Non-Returnable Products

Unless the product is defective, damaged in shipment, materially different from its listing, or otherwise required by applicable law, the following may not be eligible for return:

- Special-order or custom-ordered products
- Products specifically modified, painted, programmed, fabricated, or prepared for the customer
- Installed or used parts
- Electrical or electronic components that have been installed or connected
- Products damaged through improper installation, misuse, or modification

- Clearance or final-sale merchandise when clearly identified as such before purchase
- Products otherwise identified as non-returnable on the product listing

## Vehicle Fitment

Customers are responsible for reviewing product descriptions, part numbers, measurements, vehicle information, and stated compatibility before ordering.

When fitment depends on a vehicle's VIN, configuration, engine, axle, transmission, wheelbase, body configuration, or other specifications, customers are encouraged to contact Big Trucks and Toys before ordering if they are uncertain.

A product should **not be installed, modified, painted, programmed, or otherwise altered until fitment has been confirmed.**

If Big Trucks and Toys made a material error in the product listing or supplied a product different from what was ordered, please contact us so the issue can be reviewed and corrected.

## Return Shipping

For ordinary returns resulting from customer preference, incorrect customer ordering, or other reasons not caused by Big Trucks and Toys, the customer is generally responsible for return shipping costs.

Original shipping and freight charges are generally non-refundable to the extent those charges have already been incurred.

If a return results from an incorrect item shipped by Big Trucks and Toys, a materially inaccurate listing, or an item arriving damaged or defective, contact us before returning the product. We will review the circumstances and provide appropriate return instructions.

## Freight & Oversized Products

Truck parts, body panels, hoods, bumpers, drivetrain components, and other large products may require freight shipping.

Customers should inspect freight shipments promptly upon delivery. If there is visible shipping damage, photograph the product, packaging, pallet, and damage before installation or disposal of packaging and contact Big Trucks and Toys promptly.

Please retain the original packaging and shipping materials while a freight-damage claim is being reviewed.

## Restocking Fees

Certain products may be subject to a supplier or manufacturer restocking fee.

When applicable, the restocking fee may be deducted from the refund. Any applicable restocking restrictions or fees will be communicated when reasonably available.

Big Trucks and Toys will not impose a supplier restocking charge greater than the amount actually applicable to the return.

## Refunds

Once an eligible return is received and inspected, Big Trucks and Toys will determine the approved refund amount.

Approved refunds generally include the eligible purchase price less any applicable:

- Restocking fees
- Non-refundable shipping or freight charges
- Return shipping costs
- Missing-component costs
- Reduction in value resulting from customer-caused damage, use, installation, or alteration, where permitted

Approved refunds will generally be issued to the **original payment method**.

Banks, credit-card companies, and payment processors may require additional time to post a refund after Big Trucks and Toys processes it.

## Order Cancellations

Customers may request cancellation before an order ships.

If an order has **not yet been processed, specially ordered, customized, or shipped**, we will make reasonable efforts to cancel it and issue an appropriate refund.

Once an order has shipped, it will generally be handled under the return provisions of this policy.

Special-order, customized, fabricated, painted, programmed, or otherwise customer-specific products may not be cancellable once the associated costs have been incurred.

## Damaged, Defective or Incorrect Products

If your order arrives damaged, defective, or materially different from what you ordered, contact Big Trucks and Toys as soon as reasonably possible after delivery.

Please provide:

**Order number • Product description • Photographs of the product • Photographs of packaging when applicable • Description of the problem**

Do not install, modify, discard, or return the product until return or warranty instructions have been provided when doing so could interfere with inspection or a carrier/manufacturer claim.

## Used Parts

When a product is clearly sold as **used**, normal cosmetic wear consistent with its disclosed condition is not considered a defect.

Used products should be evaluated according to the description and photographs provided in the individual listing. Material defects known to Big Trucks and Toys should be disclosed in the listing.

## Manufacturer Warranties

Some products may be covered by a manufacturer's or supplier's warranty. Such warranties are governed by the terms of the applicable manufacturer or supplier.

A warranty claim may result in repair, replacement, credit, or another remedy rather than a cash refund depending on the applicable warranty.

## Exchanges

When an exchange is available, Big Trucks and Toys may allow the returned product's approved value to be applied toward a replacement product.

Any price difference, additional shipping, or applicable fees must be paid before the replacement is shipped.

## Contact Us

To request a return, cancellation, exchange, or report an order problem, contact **Big Trucks and Toys** and provide your order number and a description of the issue.

**Please obtain return instructions before shipping merchandise back to us.**

### Recommended checkout acknowledgment

I would also add this immediately above the website's **Place Order/Pay** button:

**By placing this order, I acknowledge that I have reviewed and agree to the Big Trucks and Toys Return, Refund & Cancellation Policy, including applicable restrictions for special-order, installed, used, electrical, oversized, and freight-shipped products.**

For the website itself, I'd title the page “**Shipping, Returns & Refunds**” and link it from every product page, checkout, order-confirmation email, and website footer. Because this becomes part of BTT's customer sales terms, Kentucky counsel should review the final policy before publication.