

Big Trucks and Toys Shipping Policy

Effective Date: August 24, 2026

At Big Trucks and Toys, we ship automotive, commercial truck, equipment, and specialty parts ranging from small components to oversized freight items. Shipping methods, costs, and delivery times may vary depending on the size, weight, destination, availability, and handling requirements of each product.

Order Processing

Orders are generally processed after payment has been successfully received and the product's availability has been confirmed.

Processing times may vary for:

- Special-order products
- Oversized or freight-shipped items
- Used or individually listed parts
- Products requiring special packaging or preparation
- Items sourced from a supplier or manufacturer
- Orders requiring additional vehicle or fitment verification

Orders placed on weekends or holidays may begin processing on the next business day.

Estimated processing or delivery dates are estimates and are not guaranteed unless expressly stated otherwise.

Shipping Methods

Depending on the product, Big Trucks and Toys may ship orders using:

- UPS
- FedEx
- USPS
- Commercial freight/LTL carriers
- Other appropriate shipping or transportation providers

The available shipping method will depend on the product and delivery destination.

Large truck parts, hoods, bumpers, body panels, drivetrain components, assemblies, and other oversized or heavy products may require **commercial freight shipping rather than standard parcel delivery**.

Shipping Charges

Shipping charges may be calculated based on factors including:

Product weight • Package dimensions • Destination • Carrier • Service level • Residential or commercial delivery • Freight requirements • Special handling

Where shipping is calculated during checkout, the applicable charge will be displayed before the order is completed.

Certain oversized, unusually shaped, heavy, or freight-shipped products may require a **custom shipping quote**. Big Trucks and Toys may contact the customer after an order is submitted if additional information is required to arrange shipment.

If a website-generated shipping charge is materially incorrect because of product dimensions, freight requirements, destination restrictions, or another shipping condition, we will contact the customer before shipment to discuss available options.

Freight & Oversized Products

Certain products must be shipped by LTL or another commercial freight carrier.

Freight deliveries may require:

- A valid delivery address accessible to a commercial truck
- A commercial receiving location
- Loading dock or forklift access
- Liftgate service
- Scheduled delivery appointment
- Customer availability to receive and inspect the shipment

Additional carrier charges for residential delivery, limited-access locations, liftgate service, redelivery, storage, address corrections, or other special services may apply when requested or required.

Customers should provide accurate information regarding the delivery location when ordering a freight item.

Freight Delivery Inspection

Customers should inspect freight shipments before accepting delivery whenever reasonably possible.

Before signing the carrier's delivery receipt:

1. Inspect the pallet, crate, packaging, and product for visible damage.
2. Check for crushed, torn, punctured, opened, or missing packaging.
3. Confirm the expected number of pieces has arrived.
4. Photograph any visible damage.
5. Note visible damage or shortages on the carrier's delivery receipt before signing.

Do not sign a freight delivery receipt as being received in good condition if obvious damage is present without noting the damage.

If the shipment appears severely damaged, contact Big Trucks and Toys promptly for guidance when practicable.

Concealed Shipping Damage

Some damage may not be visible until packaging is removed.

If concealed shipping damage is discovered:

- Stop installation or modification of the product.
- Preserve the product and all packaging materials.
- Take clear photographs of the product, damage, packaging, pallet, and shipping labels.
- Contact Big Trucks and Toys as soon as reasonably possible.

Carrier claim deadlines can be limited, so prompt notification is important.

Incorrect or Missing Items

If an order arrives with an incorrect product, missing product, or material discrepancy from the order, please contact Big Trucks and Toys promptly.

Provide the:

Order number • Product received • Product expected • Photographs when applicable • Description of the discrepancy

We will review the order and determine the appropriate resolution.

Tracking Information

Tracking information will be provided when available after an order ships.

For freight shipments, tracking may consist of a **PRO number, bill of lading information, or carrier reference number** rather than a traditional parcel tracking number.

Tracking availability and update frequency are controlled by the shipping carrier.

Delivery Estimates

Delivery dates displayed or communicated by Big Trucks and Toys or a shipping carrier are generally **estimates**.

Once an order has been transferred to the carrier, circumstances outside our direct control may affect delivery, including severe weather, carrier delays, transportation disruptions, holidays, mechanical problems, regional emergencies, or other unforeseen events.

Big Trucks and Toys will make reasonable efforts to assist customers with shipping issues but cannot guarantee carrier transit times unless a specific guaranteed service has expressly been purchased and remains subject to the carrier's terms.

Address Accuracy

Customers are responsible for providing a complete and accurate shipping address.

Please verify:

- Street address
- Business name, if applicable
- Suite/unit number
- City, state, and ZIP code
- Contact name
- Telephone number
- Email address

Additional costs resulting from an incorrect or incomplete customer-provided address, including carrier address-correction or redelivery charges, may be the customer's responsibility where permitted.

Undeliverable & Refused Shipments

If an order is returned because the carrier cannot deliver it due to an incorrect address, refusal, repeated unsuccessful delivery attempts, or another customer-related delivery issue, applicable shipping, return freight, storage, redelivery, or carrier charges may be deducted from any eligible refund where permitted.

Refusing delivery does **not automatically constitute an approved product return**.

Customers wishing to return an order should follow the Big Trucks and Toys Return & Refund Policy.

Local Pickup

Products designated as eligible for local pickup may be collected from Big Trucks and Toys after the customer receives confirmation that the order is ready.

Customers should not travel to pick up an online order until availability has been confirmed.

Identification, order confirmation, or other verification may be required at pickup.

Special-Order Products

Special-order products may require additional processing time.

Estimated availability may depend on the manufacturer, distributor, or supplier and can change after an order is placed.

If a significant availability issue arises, Big Trucks and Toys will make reasonable efforts to contact the customer regarding available options.

Used Products & Parts

Used products are shipped in the condition described and photographed in the applicable product listing.

Normal cosmetic wear associated with a disclosed used product is not considered shipping damage.

Customers should review photographs, descriptions, part numbers, measurements, and disclosed condition information before purchasing.

International Shipping

Unless specifically offered during checkout or arranged directly with Big Trucks and Toys, online shipping is intended for destinations within the **United States**.

International orders, when accepted, may be subject to additional shipping charges, customs duties, taxes, brokerage fees, import restrictions, and documentation requirements.

The customer is generally responsible for applicable destination-country duties, taxes, and import charges unless otherwise agreed in writing.

Risk of Loss & Carrier Claims

Shipping-loss and damage claims will be evaluated based on the circumstances of the shipment, applicable law, carrier requirements, insurance coverage, and available documentation.

Customers agree to reasonably cooperate with Big Trucks and Toys in providing photographs, packaging, delivery documentation, or other information necessary to investigate a shipping claim.

Nothing in this policy is intended to limit rights or remedies that cannot legally be waived.

Returns

Shipping and product returns are governed by the **Big Trucks and Toys Online Product Return & Refund Policy**.

Customers should obtain return instructions before shipping merchandise back to Big Trucks and Toys. Unauthorized returns may cause processing delays.

Questions About Shipping

For questions about shipping availability, oversized products, freight quotes, delivery requirements, or an existing shipment, please contact **Big Trucks and Toys** and provide the applicable product or order information.

Recommended checkout acknowledgment

By placing this order, I acknowledge that I have reviewed and agree to the Big Trucks and Toys Shipping Policy and Return & Refund Policy, including applicable freight, delivery-inspection, return-shipping, and oversized-product provisions