

Big Trucks and Toys Website Terms & Conditions

Effective Date: August 24, 2026

Welcome to the Big Trucks and Toys website. These Terms and Conditions govern your access to and use of this website, including purchases made through our online store.

By accessing this website, creating an account, submitting information, or placing an order, you agree to these Terms and Conditions and any policies incorporated into them by reference.

If you do not agree with these Terms and Conditions, please do not use the website or place an order.

1. About Big Trucks and Toys

Big Trucks and Toys provides commercial truck, automotive, RV, collision, paint, roadside, fleet, specialty repair, parts, products, and related services.

These Terms and Conditions primarily govern use of our website and online product sales. Repair and service transactions may also be subject to separate estimates, work authorizations, repair orders, warranty terms, or service agreements.

2. Website Use

You agree to use this website only for lawful purposes.

You may not:

- Use the website for fraudulent, deceptive, or unlawful activity.
- Attempt to interfere with the website's security or operation.
- Attempt to gain unauthorized access to accounts, systems, or information.
- Submit false payment, shipping, vehicle, or contact information.
- Use automated systems to improperly scrape, copy, overload, or interfere with the website.
- Misrepresent your identity or authority to place an order.

We reserve the right to restrict or terminate website access when reasonably necessary to protect Big Trucks and Toys, our customers, or our systems.

3. Product Information

We make reasonable efforts to provide accurate product descriptions, photographs, part numbers, specifications, pricing, availability, and compatibility information.

However, automotive and commercial vehicle parts may vary according to VIN, production date, engine, transmission, axle, suspension, wheelbase, body configuration, trim, manufacturer revisions, and other specifications.

Photographs may also show representative products, packaging, accessories, or components that are not included unless specifically stated.

Customers should review the complete product listing before purchasing.

4. Vehicle Fitment

The customer is responsible for confirming that a product is appropriate for the intended vehicle or application unless Big Trucks and Toys expressly confirms fitment in writing.

Part numbers alone may not establish compatibility.

When applicable, customers should verify:

- VIN
- Year
- Make
- Model
- Engine
- Transmission
- Axle configuration
- Wheelbase
- Body configuration
- Manufacturer part number
- Measurements
- Left/right orientation
- Other applicable specifications

If you are uncertain about compatibility, please contact Big Trucks and Toys before ordering.

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

5. Used Parts

Some products sold by Big Trucks and Toys may be used, removed from vehicles, surplus, take-off, refurbished, or otherwise not new.

Used products may contain normal cosmetic wear, scratches, discoloration, surface corrosion, dirt, markings, or other evidence of prior use.

The individual product listing, description, and photographs should be reviewed carefully before purchase.

Normal wear that was disclosed or reasonably visible in the listing does not by itself constitute a product defect.

6. Pricing

Prices are displayed in U.S. dollars unless otherwise indicated.

We make reasonable efforts to maintain accurate pricing. However, pricing, listing, or system errors may occasionally occur.

If a material pricing error is discovered before fulfillment, Big Trucks and Toys may contact the customer to provide the correct price and allow the customer to proceed or cancel the affected order.

We reserve the right to change future prices without notice.

7. Product Availability

Displaying a product on the website does not guarantee continued availability.

Inventory may change due to prior sale, supplier availability, inventory discrepancies, damage discovered during fulfillment, or other circumstances.

If a purchased product becomes unavailable, we may contact the customer regarding a substitute, backorder, cancellation, or refund as appropriate.

8. Orders

Submitting an order does not necessarily constitute final acceptance by Big Trucks and Toys.

We may review orders for:

- Product availability
- Payment authorization
- Pricing errors

- Shipping restrictions
- Fraud prevention
- Vehicle or product compatibility concerns
- Freight requirements
- Other fulfillment issues

We reserve the right to decline or cancel an order for a legitimate business reason. If we cancel an order after payment has been collected, the applicable payment will be refunded.

9. Payment

Customers agree to provide current, complete, and accurate payment information.

By submitting payment information, you represent that you are authorized to use the selected payment method.

Applicable product charges, shipping, sales tax, and other disclosed charges will be presented during the transaction as appropriate.

Payment processing may be performed by third-party payment providers and is also subject to their applicable terms and security procedures.

10. Sales and Use Tax

Applicable sales tax will be collected when required by law.

The amount and taxability of an order may depend on the product, transaction, delivery location, customer status, and applicable tax laws.

Customers claiming a valid exemption may be required to provide appropriate documentation before exemption treatment is applied.

Customers remain responsible for any use tax or similar obligation imposed directly upon them by applicable law when tax is not collected by Big Trucks and Toys.

11. Shipping

Orders requiring shipment are subject to the **Big Trucks and Toys Shipping Policy**, which is incorporated into these Terms and Conditions.

Shipping charges and delivery methods may depend on product dimensions, weight, destination, carrier, and special handling requirements.

Oversized products may require commercial freight transportation.

Delivery dates and transit times are generally estimates unless expressly guaranteed.

12. Freight Deliveries

Large commercial truck parts, hoods, bumpers, body panels, drivetrain components, assemblies, and other oversized products may require LTL or other freight transportation.

Customers should inspect freight shipments promptly and document visible damage or shortages on the carrier's delivery paperwork whenever reasonably possible.

Customers should preserve packaging and promptly report concealed damage.

Additional requirements regarding freight claims and inspections are contained in our Shipping Policy.

13. Returns, Refunds & Cancellations

Returns, refunds, exchanges, and order cancellations are governed by the **Big Trucks and Toys Online Product Return & Refund Policy**, which is incorporated into these Terms.

Eligibility may vary for:

- Installed products
- Used products
- Electrical/electronic components
- Special-order items
- Custom products
- Painted or modified products
- Programmed components
- Freight items
- Clearance/final-sale merchandise

Customers should obtain return instructions before sending merchandise back.

14. Restocking & Return Costs

Eligible returns may be subject to applicable supplier/manufacturer restocking fees, return freight, shipping charges, or other disclosed return costs where permitted.

Original shipping charges may be non-refundable once the applicable shipping service has been provided.

15. Order Cancellations

Customers should contact Big Trucks and Toys as quickly as possible to request cancellation.

Orders that have already shipped will generally be handled as returns.

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

16. Product Installation

Automotive, commercial truck, RV, and equipment parts can require specialized knowledge, tools, programming, calibration, torque specifications, safety procedures, or manufacturer instructions.

Customers are responsible for ensuring that products are installed correctly and safely.

Where appropriate, installation should be performed by a qualified technician.

Big Trucks and Toys is not responsible for damage caused by improper installation, unauthorized modification, misuse, improper application, failure to follow applicable instructions, or installation on an incompatible vehicle, except to the extent responsibility cannot legally be excluded.

17. Manufacturer & Supplier Warranties

Certain products may carry warranties provided by their manufacturer or supplier.

Those warranties are governed by the applicable provider's terms.

Depending on the warranty, the available remedy may include repair, replacement, credit, or another remedy rather than a refund.

Big Trucks and Toys does not independently extend a manufacturer's warranty beyond the manufacturer's stated terms unless we expressly agree otherwise in writing.

18. Big Trucks and Toys Warranties

Any warranty expressly provided directly by Big Trucks and Toys will be governed by the terms supplied with the applicable product or transaction.

No website statement should be interpreted as creating an additional warranty unless it expressly states that it is a Big Trucks and Toys warranty.

19. Limitation of Liability

To the fullest extent permitted by applicable law, Big Trucks and Toys will not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages arising from website use or a product transaction when such damages may lawfully be excluded.

This may include, where legally permissible, loss of use, downtime, lost business, lost revenue, towing expenses, substitute transportation, or similar consequential losses.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited.

20. Website Availability

We do not guarantee that the website will always be available, uninterrupted, secure, or free from errors.

We may temporarily suspend, modify, update, or discontinue portions of the website for maintenance, security, technical, or business reasons.

21. Third-Party Services & Links

The website may use or link to third-party services, including payment processors, shipping carriers, financing providers, manufacturers, social media services, or other websites.

Big Trucks and Toys does not control independent third-party websites and is not responsible for their content, policies, availability, or practices.

Use of third-party services may be subject to separate terms and privacy policies.

22. Intellectual Property

Unless otherwise stated, website content owned by Big Trucks and Toys, including original text, graphics, branding, logos, photographs, designs, and other materials, is protected by applicable intellectual-property laws.

You may use the website for ordinary personal or business purchasing purposes.

You may not reproduce, republish, sell, distribute, or commercially exploit Big Trucks and Toys-owned website content without authorization except as permitted by law.

Third-party trademarks, product names, photographs, and other intellectual property remain the property of their respective owners.

23. Customer Accounts

If customer accounts are available, customers are responsible for maintaining the confidentiality of their login credentials and for activities conducted through their account.

Please notify Big Trucks and Toys promptly if you believe an account has been accessed without authorization.

24. Reviews & Customer-Submitted Content

If customers are permitted to submit reviews, photographs, comments, or other content, the content must be lawful and must not knowingly infringe another person's rights.

By voluntarily submitting content for publication through the website, you grant Big Trucks and Toys permission to display and use that content in connection with the website and our business, subject to applicable law and our Privacy Policy.

25. Privacy

Collection and use of personal information are governed by the **Big Trucks and Toys Privacy Policy**.

Customers should review the Privacy Policy to understand how information may be collected, used, stored, and shared.

26. Fraud Prevention

Big Trucks and Toys may take reasonable measures to verify transactions and prevent unauthorized or fraudulent purchases.

Orders may be delayed or cancelled when additional verification is reasonably required.

We may cooperate with payment processors, financial institutions, carriers, or law-enforcement authorities when reasonably necessary and legally permitted to investigate suspected fraud or unauthorized transactions.

27. Chargebacks & Payment Disputes

If you believe an order was charged incorrectly or there is a problem with a transaction, please contact Big Trucks and Toys so we can investigate.

Initiating a chargeback does not automatically eliminate a legitimate payment obligation.

Big Trucks and Toys may provide order records, tracking information, delivery confirmation, customer communications, product information, authorization records, and other relevant

documentation to the applicable payment processor or financial institution in response to a payment dispute.

28. Governing Law

These Terms and Conditions are governed by the laws of the **Commonwealth of Kentucky**, without regard to conflict-of-law principles, except where applicable federal law or another jurisdiction's mandatory consumer-protection law controls.

29. Severability

If any provision of these Terms is determined to be invalid or unenforceable, the remaining provisions will remain in effect to the extent permitted by law.

30. No Waiver

Failure by Big Trucks and Toys to enforce a provision of these Terms on one occasion does not necessarily waive our right to enforce that provision later.

31. Changes to These Terms

Big Trucks and Toys may update these Terms and Conditions periodically.

The revised version will be posted on the website with an updated effective date.

Changes will apply prospectively as required by applicable law and will not retroactively alter completed transactions where doing so would be prohibited.

32. Entire Online Sales Agreement

These Terms, together with applicable product listings and incorporated policies, including the:

Privacy Policy

Shipping Policy

Return & Refund Policy

constitute the applicable website terms for online product transactions unless separate written terms apply.

If separate written terms expressly conflict with these Terms for a particular transaction, the specifically applicable written terms will control to the extent of that conflict.

33. Contact Big Trucks and Toys

Questions concerning these Terms, an online order, shipping, product compatibility, returns, or website use should be directed to:

Big Trucks and Toys
Mount Sterling, Kentucky

Add the company's current mailing address, customer-service telephone number, and website support email here before publication.