

HD Truck Repair & Parts – Legal Policies

Effective date: March 10 2026

Business name: HD Truck Repair & Parts

Address: 136 Truck Stop Way, Jackson, Georgia 30233

Phone: (770) 775-4739

Email: orders@hdtrs.com

This document contains the **Terms of Service, Privacy Policy, Shipping Policy, and Refund Policy** for HD Truck Repair & Parts (“HDTRS,” “we,” “us” or “our”). These policies are provided as a guide and do not constitute legal advice. We recommend that you consult an attorney to ensure your policies comply with all applicable laws.

Terms of Service

1. Agreement to Terms

By using our website, purchasing products or services, contacting us, or visiting our shop, you agree to be bound by these Terms of Service (“Terms”). If you do not agree with these Terms, please do not use the site or place an order.

2. Eligibility and Use

- **Eligibility.** You must be at least 18 years old or have the consent of a parent or legal guardian to purchase from us. Our website and services are intended for commercial truck owners and operators; we do not knowingly sell to minors.
- **Account information.** When you create an account or place an order you must provide accurate and complete information. You agree to keep your information current.
- **Responsible use.** Do not misuse our website. You may not attempt to gain unauthorized access, disrupt the site’s operation or use automated means to extract data. All content on our website—including text, images, logos and trademarks—is the property of HDTRS or its licensors and may not be reproduced without permission.

3. Products and Pricing

- **Used and remanufactured parts.** We sell new, used and remanufactured heavy-duty truck parts (engines, transmissions, differentials and other components). Because used and remanufactured parts may have cosmetic imperfections or variations, photos and

descriptions on the site are for general reference only. Buyers are responsible for verifying compatibility before purchase.

- **Pricing.** Prices are listed in U.S. dollars and are subject to change without notice. We charge applicable sales tax when required by law. Typographical errors may occur; we reserve the right to cancel or adjust orders to correct errors.
- **Payment.** We accept major credit cards and other payment methods offered at checkout. Payment is due at the time of purchase. Orders may be cancelled if payment is not confirmed.

4. Order Acceptance

Your receipt of an order confirmation does not signify our acceptance of your order. We reserve the right to limit quantities or refuse orders in our sole discretion. If we cancel an order after your payment has been processed, we will issue a refund to the original payment method.

5. Shipping and Delivery

Shipping is governed by our **Shipping Policy** (see below). By placing an order, you agree to the shipping terms, including time frames, shipping methods, responsibilities for inspecting shipments and handling damaged or lost shipments.

6. Returns, Refunds and Exchanges

Our **Refund Policy** (see below) sets out the procedures for returning products and obtaining a refund or exchange. In Georgia, retailers may set their own return policies; therefore, our policy is the exclusive method for returns and refunds. Special orders, electrical components and items that show signs of installation are not returnable. You must obtain return authorization before sending any item back.

7. Warranty Information

We provide limited warranties on certain used and remanufactured products. Warranties cover defects in materials and workmanship, not normal wear or damage from misuse. Warranty terms are summarized below; for full details please contact us and retain your original invoice.

7.1 Engine Warranty

- Unless otherwise noted, used engines are inspected and fitted with new main rod bearings. HDTRS warrants the bottom end of the engine (crankshaft and block) against defects for the duration of 90 Days; we pay 100% of parts and labor when repairs are performed at our facility.
- Engines are used; minor oil leaks and seal seepage are expected. We will repair major leaks under warranty, but you must pay for parts.
- Engines sold by HDTRS as “Remanufactured Engines” are covered and subject to the same below and is warranted for 1 year.

- Transportation to and from our shop, towing and removal costs are not covered. Repairs to the upper end (turbo, camshaft, cylinder head and related components) during the initial 90-day period are subject to warranty labor at our shop, but parts are at the customer's expense.
- The warranty is void if the engine is misused, installed improperly, overheated, or operated beyond OEM design limits. The warranty is non-transferable, is limited to the original purchase price and requires the original invoice. We exclude implied warranties of merchantability and fitness for a particular purpose and we are not liable for incidental or consequential damages.

7.2 General Limited Warranty on Used Parts

- Used parts (excluding engines, transmissions and differentials) carry a **30-day warranty**. We may repair, replace or refund the defective part at our option.
- Claims require the original invoice and parts must be unaltered and in the condition sold. Misuse, improper installation or modification voids the warranty.
- Our liability is limited to the price paid; the warranty is not transferable and does not cover damage from misuse or incidental/consequential damages.

7.3 Transmission and Differential Warranty

- Used transmissions and differentials are warranted for **30 Days** against failure due to defects in materials or workmanship.
- The warranty does not cover failures caused by oil contamination, shock load, or improper installation by third parties.
- Transmissions and Differentials sold by HDTRS as "Remanufactured" carry a 1 year warranty and are subject to the same below.
- The vehicle must be brought to our shop for inspection; we do not cover towing or incidental costs.
- Warranty claims must be accompanied by the original invoice and the warranty is not transferable.

7.4 Disclaimer and Limitations

Except for the express warranties above, all products are sold "**as-is**" with no additional warranties, express or implied. We expressly reject implied warranties of merchantability and fitness for a particular purpose. Our total liability is limited to the purchase price of the product. We are not responsible for incidental or consequential damages, including loss of use, downtime, towing, rental vehicles or lost profits.

8. Limitation of Liability

To the maximum extent permitted by law, HDTRS, its owners, employees and agents will not be liable for any indirect, special, incidental or consequential damages arising from the use of our website or the purchase or use of our products. Our liability is limited to the amount you paid for

the product or service that gave rise to the claim. Certain jurisdictions do not allow limitations of liability, so these limitations may not apply to you.

9. Indemnification

You agree to indemnify and hold HDTRS, its owners, employees and agents harmless from any claims, liabilities, damages, judgments, awards, costs and expenses (including attorneys' fees) arising from your violation of these Terms or your use of our products or website.

10. Privacy

Your use of our website and services is also subject to our **Privacy Policy** below.

11. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of the State of Georgia, without regard to its conflict of laws rules. Any disputes arising under these Terms shall be resolved in the courts of Butts County, Georgia, unless otherwise agreed in writing.

12. Modifications to Terms

We may update these Terms from time to time. The "Effective date" at the top of this document indicates when the policy was last revised. Changes take effect when posted on our website. Continued use of our site after changes constitutes acceptance of the new Terms.

13. Contact Us

If you have questions about these Terms of Service, please contact us at orders@hdtrs.com or at the address listed above.

Privacy Policy

1. Information We Collect

We collect information necessary to provide our services and operate our business.

- **Personal identifiers.** Name, mailing address, email address, phone number and payment details when you place an order or create an account.
- **Transactional data.** Order history, shipping information, billing details and communications.
- **Device and usage information.** IP address, browser type, operating system and pages visited, collected via cookies and analytics tools.

- **Communications.** Content of emails, phone calls or messages you send to us.

We do not intentionally collect sensitive personal data (such as social security numbers) or information from children under 13. If you believe we have inadvertently collected such data, please contact us to have it removed.

2. How We Use Information

We use personal information to:

- **Process orders.** Fulfill and deliver orders, process payments, communicate about the order status and provide customer support.
- **Operate and improve our services.** Manage our website, analyze usage patterns and improve user experience.
- **Marketing and communication.** Send promotional emails and newsletters (you may opt out at any time).
- **Legal compliance.** Comply with legal obligations, enforce our policies and protect our rights and the safety of our customers.

3. Sharing of Information

We may share information with:

- **Service providers.** Payment processors, shipping carriers, marketing and analytics providers that assist in operating our business. These parties are required to protect personal information and use it only for the services they provide.
- **Law enforcement or regulators.** When required by law or legal process, or to protect our rights or property.
- **Business transfers.** In the event of a merger, acquisition or sale of assets, customer information may be transferred as part of the transaction.

We do not sell personal information to third parties.

4. Data Security

We use reasonable physical, technical and administrative safeguards to protect personal information. However, no method of transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security.

5. Data Breach Notifications

Georgia's data breach notification law requires that data collectors notify Georgia residents if unencrypted personal information is acquired by an unauthorized person in the most expedient time possible and without unreasonable delay. Third-party processors must notify us within 24 hours of discovering a breach, and if more than 10,000 residents are affected, we must also

notify nationwide consumer reporting agencies. In the event of a security breach, we will follow these requirements and provide notice via email, website posting or other means as appropriate.

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to remember your preferences, analyze site traffic and provide social media features. You can control the use of cookies through your browser settings; however, disabling cookies may affect the functionality of the site.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of these external sites. Please review the privacy policies of any third-party sites you visit.

8. Your Choices and Rights

- **Access and correction.** You may request access to the personal information we hold about you and ask that we correct or update it.
- **Opt-out of marketing.** You may unsubscribe from marketing emails by following the instructions in the email.
- **Do-Not-Track signals.** Our site does not respond to Do-Not-Track signals at this time.

To exercise any of these rights, please contact us using the details above. We may need to verify your identity before processing your request.

9. Data Retention

We retain personal information for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, resolve disputes and enforce our agreements. When information is no longer needed, we will securely delete or anonymize it.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. The “Effective date” at the top of this document indicates when it was last revised. Your continued use of the website after changes are made signifies acceptance of the updated policy.

Shipping Policy

1. Carriers and Service Areas

We ship throughout the United States. Most small and medium parts are shipped via standard ground carriers (e.g., UPS, FedEx) or expedited services at your option. Engines, transmissions, differentials and other heavy components are shipped via **less-than-truckload (LTL) freight** for safety and cost-effectiveness. At this time we do not ship to P.O. boxes or outside the U.S.

2. Order Processing and Shipping Times

- **Processing time.** Stock items normally ship within 24–48 hours of receiving your order and payment confirmation. Custom or special-order parts may require additional lead time; we will notify you of expected ship dates.
- **Transit time.** Standard ground shipping typically takes 3–5 business days. Freight shipments may take 5–10 business days depending on distance and carrier availability. These are estimates; delivery times are not guaranteed.
- **FTC compliance.** The Federal Trade Commission's mail and internet order rule requires that sellers have a reasonable basis for claiming they can ship within the advertised time or within 30 days if no time is stated. If we cannot ship your order within the promised time, we will notify you and give you the option to cancel or agree to a revised delivery date.

3. Shipping Rates and Fees

Shipping charges are calculated during checkout based on weight, dimensions, shipping method and destination. Freight shipments often require a lift-gate or commercial dock; additional fees may apply. Buyers are responsible for providing accurate delivery information and ensuring that large deliveries can be received at the destination.

4. Packing and Hazardous Materials

- **Fluid removal.** For engines, transmissions and other components that contain fluids, we drain oil, coolant, transmission fluid and fuel prior to shipping. Shipping companies often require fluids to be removed before transport.
- **Packaging.** Heavy parts are wrapped in heavy-duty plastic, bubble wrap and foam padding. Items are secured to a pallet with ratchet straps, wooden bracing and shrink wrap to prevent movement.
- **Documentation.** We photograph items before shipping to document their condition. This helps with insurance claims in the unlikely event of damage during transit.

5. Receiving Shipments

Please inspect your shipment at the time of delivery. Note any visible damage on the delivery receipt before signing. If there is concealed damage, notify us and the carrier within **48 hours** of delivery. Keep all packaging materials and photographs as evidence for a damage claim.

6. Lost or Delayed Shipments

We are not responsible for shipping delays caused by carriers, weather, natural disasters or other events beyond our control. If your order is lost or significantly delayed, please contact us so that we may assist you in filing a claim with the carrier.

7. International and Special Shipments

We do not currently offer international shipping. For large quantity orders or special circumstances, please contact us for a custom shipping quote.

8. Changes to Shipping Policy

We may update this Shipping Policy to reflect changes in our practices or legal requirements. Updates will be posted on our website and effective immediately upon posting.

Refund and Return Policy

1. General Policy

Because Georgia law allows retailers to set their own return policies, this policy governs all returns and refunds for purchases from HD Truck Repair & Parts. By purchasing from us you acknowledge and agree to these terms.

2. Return Eligibility

- **Return window.** Most unused, uninstalled parts may be returned within **30 days** of the invoice date. The part must be in the same condition as sold, free from installation marks, modifications or damage, and include all original identification tags and packaging.
- **Excluded items.** Electrical components, computer modules, special-order items, clearance items and custom-built parts are **not returnable**.
- **Warranty claims.** Defective parts covered under our limited warranties (engines, transmissions, differentials or used parts) must be returned under the procedures described in our warranty section above.
- **Original invoice required.** All returns must be accompanied by the original purchase invoice. Items without proof of purchase will not be accepted.
- **No returns on installed parts.** Once a part has been installed or modified it cannot be returned or refunded.

3. Return Authorization and Procedure

1. **Contact us** at orders@hdtrs.com or (770) 775-4739 to obtain a Return Merchandise Authorization (RMA) number. Unauthorized returns will be refused.

2. **Pack the item securely.** Ensure the part is properly packaged to prevent damage. Include the RMA number and a copy of your invoice.
3. **Ship to our facility.** You are responsible for return shipping costs. We recommend using a trackable shipping method and insuring the shipment. Freight returns must be sent prepaid; we do not accept C.O.D. shipments.
4. **Inspection and refund.** Once we receive and inspect the returned part, we will notify you of approval or rejection. Approved returns will be refunded to your original payment method minus any restocking fee (see below) within 10 business days.

4. Restocking Fees

To cover inspection, testing and administrative costs, a **15 % restocking fee** (minimum \$20) applies to most returned items. Engines, transmissions and differentials may incur up to a **20 % restocking fee**. Restocking fees are waived if we shipped the wrong item or if the return is due to a warranty claim.

5. Shipping Costs and Refunds

Original shipping charges are **non-refundable**. You are responsible for return shipping. If we provide a prepaid shipping label for a warranty claim, its cost will be deducted from your refund if the item is found not to be defective.

6. Non-Refundable Circumstances

- **Damage or misuse.** Returns will be rejected if the part has been misused, damaged due to improper installation, modified, missing components or not in saleable condition.
- **No liability for labor.** We do not reimburse labor charges, diagnostic fees, towing, downtime, rental vehicles or incidental costs associated with installation or removal of parts.
- **LTL freight refusal.** If you refuse a freight shipment for reasons other than carrier damage, you are responsible for the freight charges both ways and any restocking fee.

7. Exchange Policy

If you ordered the wrong part, contact us to discuss an exchange. You may return the unused part (subject to the conditions above) and purchase the correct part. We will attempt to find the correct part for you, but we do not guarantee availability. Price differences must be paid or refunded accordingly.

8. Updates to Refund Policy

We reserve the right to modify this Refund and Return Policy at any time. Any changes will be posted on our website and will apply to purchases made after the effective date of the updated policy.

Summary of Key Points (for quick reference)

Policy	Key Details
Return rights under Georgia law	Georgia allows retailers to set their own return and refund policies
Shipping time requirements	Sellers must have a reasonable basis to claim they can ship within the advertised timeframe; if no time is stated, shipment must occur within 30 days or customers must be given a refund or agree to the delay
Data breach notifications (Georgia)	Businesses must notify Georgia residents of a data breach without unreasonable delay; if more than 10,000 residents are affected, consumer reporting agencies must also be notified
Engine warranty	Engines are inspected and fitted with new bearings; the warranty covers the bottom end (block and crankshaft) and major leaks but excludes misuse, improper installation and consequential
Used parts warranty	Used parts have a 30-day warranty; parts must be in original condition and accompanied by the invoice; liability limited to replacement or

**Transmission/differential
I warranty** Used transmissions and differentials have a one-year warranty;
excludes failures due to oil contamination, shock load or improper
installation

Shipping heavy parts Heavy parts should be drained of fluids, wrapped securely, and
palletized; LTL freight is used for heavy shipments

Contact Information

HD Truck Repair & Parts
136 Truck Stop Way
Jackson, GA 30233
Phone: (770) 775-4739
Email: orders@hdtrs.com

Please direct any questions regarding these policies to the contact information above.