

Active Truck Parts Special Order Policy

If customer has a problem with any part purchased by Active Truck Parts, customer must notify us first before repairing or purchasing a replacement part. Customer must first allow Active Truck Parts to remedy any wrong or defective part. All warranties, expressed, written, or implied are void on unauthorized repair or replacement.

Non-refundable deposit may be requested on all Special Orders.

Any Vendor Warranty on special order parts is inherited by Active Truck Parts. Any refund, exchange or core deposit will only be given on approval of vendor. Shipping costs are non-refundable. All freight charges, plus 20% handling fee will be deducted from refund in the event a return is granted by vendor.