**GOOGLE REVIEWS RESPONSES**

**Response to Arthur Russell (comment posted 3 weeks ago).**

The vehicle sold to you was done so in good faith and there were opportunities within the sales process for you to check the condition and conduct your due diligence prior to the completion of the sale. Our trucks leave the premises in acceptable condition. As you also recall, the sales process is thorough and there were many pages of documents, signed by you, that detail procedures and terms of the warranty you chose to purchase. Once signed by you, they became binding legal documents and any repairs required must be handled with the warranty company. Once purchase is complete, AAA Trucks no longer holds any responsibility. If you chose to go outside of stated terms, any remedies that may have been previously offered by either AAA Trucks or Freedom Shield are void.

**Response to Monique Russell (comment posted 4 weeks ago)**

Please refer to the detailed response we offered your husband, Arthur. Your comment has to do with the same purchase, and so we feel you are aware that you bought a used truck and are also aware that used vehicles are sold in “as is” condition. Four weeks ago, we responded directly to your comment and as a gesture of good faith, we offered to help you with the speed sensor. We still have not had your reply. AAA Trucks wishes you well.

**Response to Marion Kendricks (commented 4 weeks ago)**

When we received your comment one month ago, I asked you to contact us and we still have not heard from you. You purchased your truck in as is condition and had the opportunity to examine and test drive the vehicle prior to completion of the sale. The items and issues you mention are not obvious and underlying problems may become apparent after the vehicle has been in use. While we examine each truck before it leaves our premises, some of these conditions may not come to light prior to sale. As you know, used trucks are called that for a reason. They have considerable mileage and the price you paid is reflective of the truck’s “previous life.” While our used trucks sell for an average of $20,000 (depending on the vehicle), a new truck can easily cost SEVEN TO TEN TIMES MORE than what you paid. The price of a used truck indicates the probability that the owner will have to be vigilant with regard to regular vehicle maintenance. In addition, you purchased the truck almost one year ago. We both know that these vehicles require constant upkeep and should be checked at least once a week for any repairs, updates, and fine tuning.

**Response to Karen Clarksheard (commented 4 weeks ago)**

The used truck you purchased over seven months ago passed an independent DOT inspection prior to sale. Several of the points you mention in your comments are not subject to DOT inspection. We also have to keep in mind that you purchased a used truck, the price you paid was a fraction of the cost of a new truck, thereby allowing and indicating vigilant and constant review and maintenance.... at least once a week, in order to maintain a properly functioning vehicle. While we know our clients purchase our used trucks for demanding and considerable use, wear and tear takes its toll and it is the owner/driver’s responsibility to keep his or her truck in proper working order.