

Truckit Feedback and Reviews Policy

Purpose & Scope	<p>This policy governs all reviews, ratings, and feedback submitted on Truckit.net. It is designed to protect the integrity of the review system by ensuring that genuine customer experiences – positive or negative – remain visible to other users.</p> <p>Truckit provides a fair and transparent process for moderating reviews. Reviews will only be removed or altered if they clearly breach this policy. Poor service alone is not grounds for removal.</p>
----------------------------	---

Title:	Truckit Feedback and Reviews Policy
---------------	--

Ownership and License of Reviews	<ul style="list-style-type: none"> Authors retain ownership of the content of their reviews. By posting a review, Users and Providers grant Truckit a perpetual, worldwide, royalty-free license to use, display, and distribute the content on the platform in accordance with this policy. Truckit may moderate reviews strictly under the grounds outlined below.
---	---

When Reviews Will Be Removed or Modified	<p>Truckit may remove or modify reviews only in limited circumstances, including:</p> <ul style="list-style-type: none"> Spam or Fake Reviews: Automated content, fraudulent postings, or coordinated manipulation. Abusive or Harmful Content: Threats, hate speech, harassment, or personal attacks unrelated to the transaction. Personal or Confidential Information: Disclosure of personal details such as phone numbers, addresses, or financial information. Irrelevant or Off-Topic Content: Feedback unrelated to the transaction or service provided. Verified Legal Requirement: Court orders, regulatory directives, or enforceable legal obligations.
---	--

When Reviews Will NOT Be Removed	<p>Truckit will not remove reviews simply because they are negative or because they reflect poorly on a Transport Provider's performance. Examples of reviews that will remain visible include:</p> <ul style="list-style-type: none"> Honest feedback describing late deliveries, damaged goods, poor communication, or service quality issues. Reviews that express dissatisfaction or disappointment, even if strongly worded. Reviews that are subjectively negative but factually based on the User's experience. <p>Reviews that express dissatisfaction, critique service quality, or highlight poor performance will not be removed if they are compliant with this policy.</p> <p>Transport Providers cannot demand removal by alleging defamation or inaccuracy without verifiable evidence (e.g. court judgment). Mere disagreement with a User's opinion or dissatisfaction with a rating is insufficient for removal.</p> <p>Transport Providers cannot request removal by falsely labelling legitimate negative feedback as defamatory, misleading, or unfair. Defamation claims must be supported by verifiable evidence (e.g. a court decision) before review removal is considered.</p>
---	---

Transport Provider Responses and Conduct	<ul style="list-style-type: none"> Providers may post a public response to feedback to clarify context or address concerns. Responses must comply with Truckit’s content standards (no harassment, abuse, or misleading claims). Attempts to intimidate Users into altering or removing feedback may result in suspension or termination under the Provider Agreement.
Flagging and Moderation Process	<ul style="list-style-type: none"> Authors can request Truckit to edit, update, or correct their own reviews. Flagging system: Providers and Users can flag reviews for moderation by requesting Truckit to assess the review, but only under this policy’s defined grounds (spam, abuse, legal breach, etc.). Truckit will assess reviews objectively and decide whether removal or retention is warranted. Flags based solely on disagreement with the review’s sentiment or rating will not result in removal.
Appeals	<ul style="list-style-type: none"> Providers or Users may appeal moderation decisions by submitting supporting evidence. Appeals are reviewed by Truckit’s management and compliance team, and decisions are final.
Policy Integration with Provider Agreement	<ul style="list-style-type: none"> This policy supplements existing clauses on feedback (see “Feedback feature of Site” in the Transport Provider Agreement) and clarifies moderation standards. Violations of this policy, including misuse of review flagging or attempts to suppress legitimate feedback, may result in account suspension or termination under the broader enforcement provisions of the Agreement.
Updates	Truckit may update this policy from time to time. Material changes will be communicated to Providers via the Site and/or email, and continued use of the platform constitutes acceptance of the updated policy.

