

Effective: September 8, 2026

Our Commitment

Diehl & Sons Inc. , doing business as Diehl's Truck World, is committed to providing people with disabilities with access to the information, products and services offered through our website.

We are continuously working to improve the accessibility and usability of **diehlstruckworld.net** and aim to follow generally recognized website-accessibility practices, including the Web Content Accessibility Guidelines (WCAG) 2.2 and World Wide Web Consortium (W3C) where reasonably applicable.

Accessibility is an ongoing process. Website content, technology and third-party integrations may change, and we intend to continue reviewing and improving the Website.

Measures We Take

Our accessibility efforts may include:

- Supporting keyboard navigation.
- Providing meaningful alternative text for informative images.
- Using headings and page structures that assist navigation.
- Providing labels and instructions for forms.
- Providing understandable form-error messages.
- Avoiding reliance on color alone to communicate information.
- Reviewing text and interface color contrast.
- Supporting browser zoom and responsive layouts.
- Providing captions or text alternatives for meaningful prerecorded video content.
- Testing important customer tasks using automated and manual methods.
- Reviewing accessibility when significant Website changes are made.
- Providing a way for users to report an accessibility barrier.

Assistance and Alternative Access

If you have difficulty accessing information or completing a task through the Website, please contact us.

We will make reasonable efforts to provide the requested information, product details, quote process or service through an accessible alternative while we investigate the reported Website issue.

You may contact us by:

Email: **development@nyfreightliner.com**

Telephone: **718-846-8150 ext. 134**

Business hours: **Monday-Friday (7:00 AM-6:00 PM), Saturday (7:00 AM – 1:00 PM)**

If possible, please include:

- The address or title of the affected webpage.
- A description of the problem.
- The browser and device you were using.
- The assistive technology you were using, if relevant.
- Your preferred method of receiving a response.

You are not required to disclose medical information or explain the nature of your disability.

Third-Party Content

Some content or functionality may be provided by third parties, such as map, video, inventory, financing, manufacturer or social-media services.

We may not control every aspect of independently operated third-party content. We nevertheless welcome reports about barriers encountered while accessing third-party content through our website and will evaluate reasonable available alternatives.

Feedback

We welcome accessibility feedback and will make reasonable efforts to review reported issues and respond within 3-5 business days.

Contact:

Diehl & Sons Inc.

Doing business as Diehl's Truck World

129-01 Atlantic Avenue

Richmond Hill, NY, 11418

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