

Terms & Conditions

PLEASE COPY THE INFORMATION BELOW AND UPDATE WITH YOUR COMPANY DETAILS AND PASTE THE LANGUAGE TO THE TERMS & CONDITIONS PAGE ON YOUR WEBSITE.

FILL IN COMPANY NAME AND COMPANY INFORMATION WHERE INDICATED BEFORE ADDING TO YOUR WEBSITE, ALSO PLEASE ENSURE TO ADD LINKS TO PRIVACY PAGE AND/OR ACCEPTABLE USE POLICY IF REQUIRED BELOW.

Terms & Conditions

(SMS Messaging)

SMS Messaging Terms

These Terms & Conditions govern SMS/text messaging services ("Messaging Services") provided by [Company Name].

By providing your mobile phone number and consenting, you agree to receive SMS messages as described below.

Types of Messages

By opting in, you may receive SMS messages related to your services, including but not limited to:

Appointment confirmations and reminders

Scheduling updates

Technician arrival notifications

Billing and payment notifications

Post-service follow-ups

Customer-requested quote follow-ups

Messages may be sent using automated or manual systems.

Consent

SMS consent is obtained verbally, either in person or over the phone.

At the time consent is obtained, customers are informed of:

Message types

Message frequency variability

Message and data rate disclosures

Opt-out and help instructions

Consent is not a condition of purchase and may be withdrawn at any time.

Message Frequency

Message frequency may vary based on customer interaction and services requested.

Message & Data Rates

Message and data rates may apply depending on your mobile carrier and plan.

[Company Name] is not responsible for carrier charges.

Opt-Out Instructions

You may opt out of SMS messages at any time by replying STOP to any message.

After opting out, you will receive a confirmation and no further SMS messages will be sent unless you opt in again.

You may also opt out by contacting us at:

[Business Email Address]

Help & Support

Reply HELP to any message for assistance, or contact us at:

[Business Phone Number]

[Business Email Address]

Privacy

Your mobile phone number and opt-in information are handled in accordance with our Privacy Policy.

We do not sell or share mobile numbers for third-party marketing purposes.

View our Privacy Policy here:

[Link to Privacy Policy]

Carrier Disclaimer

SMS delivery is subject to mobile carrier availability.

[Company Name] is not responsible for delayed or undelivered messages due to carrier limitations.

Changes to These Terms

We may update these Terms & Conditions from time to time. Continued use of SMS services constitutes acceptance of any updated terms.

PRIVACY POLICY

PLEASE COPY THE INFORMATION BELOW AND UPDATE WITH YOUR COMPANY DETAILS AND PASTE THE LANGUAGE TO THE PRIVACY POLICY ON YOUR WEBSITE.

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COMMUNICATION VIA SMS AND MOBILE MESSAGING

By providing your mobile phone number to [Your Company Name] (“[Your Company Name]”), you expressly consent to receive communications from us, including text messages (SMS or MMS) and phone calls, related to your use of our services, your account, transactional updates,

or other service-related notifications. These communications may be sent via automated technology or manual dialing systems.

Message frequency may vary based on your interaction with [Your Company Name]. Standard message and data rates may apply. Please contact your mobile carrier for details.

OPTING OUT

You may opt out of receiving SMS messages from [Your Company Name] at any time by replying "STOP" to any SMS you receive. Upon sending "STOP," we will send a confirmation that you have been unsubscribed. After this, you will no longer receive SMS messages unless you opt in again.

You may also request to opt out by contacting us directly at [business email address]

USE AND PROTECTION OF MOBILE INFORMATION

Your mobile number and opt-in status will not be shared, sold, rented, or used for third-party marketing purposes. [Your Company Name] will only use your phone number in accordance with this Privacy Policy and for the specific services or communications you've consented to receive.

CONSENT AND ACCEPTABLE USE

Providing your mobile phone number constitutes your agreement to receive communications as described above. Use of our messaging services is subject to our Acceptable Use Policy, which outlines requirements around consent, content restrictions, sender identification, and opt-out handling.

Acceptable Use Policy

PLEASE COPY THE INFORMATION BELOW AND UPDATE WITH YOUR COMPANY DETAILS AND PASTE THE LANGUAGE TO THE ACCEPTABLE USE PAGE ON YOUR WEBSITE.

FILL IN COMPANY NAME AND COMPANY INFORMATION WHERE INDICATED BEFORE ADDING TO YOUR WEBSITE, ALSO PLEASE ENSURE TO ADD LINKS TO PRIVACY PAGE AND/OR TERMS & CONDITIONS IF REQUIRED BELOW.

Acceptable Use Policy

(SMS & Mobile Messaging)

Overview

This Acceptable Use Policy ("Policy") governs the use of SMS/text messaging and mobile communication services ("Messaging Services") provided by [Company Name] ("we," "our," or "us").

By receiving or engaging with our Messaging Services, you agree to this Policy. Failure to comply may result in suspension or termination of messaging services.

Consent Requirements

Obtaining Consent

We require express consent before sending any SMS or mobile messages.

Consent is obtained verbally, either in person or over the phone. At the time consent is obtained, customers are informed of:

The types of messages they will receive

That message frequency may vary

That message and data rates may apply

How to opt out or request help

Customers must explicitly agree to receive SMS messages.

Consent is documented in our system prior to sending any SMS messages and includes the date, time, and method of consent.

Revocation of Consent (Opt-Out)

Customers may opt out of SMS messages at any time by replying STOP to any message.

Upon opting out:

A confirmation message may be sent

No further SMS messages will be sent unless the customer re-enrolls

Customers may also request to opt out by contacting us directly at:

[Business Email Address]

Sender Identification

All outbound SMS messages clearly identify [Company Name] as the sender, unless the message is part of an ongoing customer-initiated conversation.

Permitted Message Content

Messages sent using our Messaging Services are transactional and service-related, including:

Appointment confirmations and reminders

Scheduling updates or changes

Technician arrival or on-the-way notifications

Billing or payment notifications

Post-service or post-installation follow-ups

Quote follow-ups requested by the customer

We do not send unsolicited or spam messages.

Prohibited Use

Our Messaging Services may not be used to send:

Messages without proper consent

Unsolicited, deceptive, or misleading messages

Content that is unlawful, abusive, fraudulent, or harmful

Messages intended to evade opt-out mechanisms or carrier safeguards

Message Frequency & Compliance

Message frequency varies based on customer interaction and services requested.

Opt-out requests are honored immediately and in compliance with applicable laws and carrier requirements.

Enforcement

Violations of this Policy may result in suspension or termination of messaging services and may be reported to messaging providers or mobile carriers if required.

We reserve the right to update this Policy at any time.

Privacy & Data Use

Mobile phone numbers and opt-in information are handled in accordance with our Privacy Policy.

We do not sell, rent, or share mobile numbers for third-party marketing purposes.

View our Privacy Policy here:

[Link to Privacy Policy]

Contact

For questions about this Policy, contact:

[Business Email Address]

[Business Phone Number]