

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 Peru Vacuum Carpet & Flooring ("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:

peru.vacuum@yahoo.com

Sender Identification

All outbound SMS messages clearly identify Peru Vacuum Carpet & Flooring 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:

chrome-extension://efaidnbmninnibpcapcglclefindmkaj/https://peruvacuумandflooring.com/optimamedia/products/P_45831/2ee38178-713a-4c74-80e7-9bc1dd236c73.pdf

Contact

For questions about this Policy, contact:

peru.vacuum@yahoo.com

765-689-9004