



Flex Pet PLLC SMS/Text Messaging Privacy Policy & Terms of Use

Effective Date: August 11, 2025

Contact: 775-375-0225 - hello@flexpetreno.com - 1060 Robin St. Reno, NV 89509

1. Introduction

Flex Pet PLLC ('we,' 'us,' 'our') offers an SMS/text messaging program ('Program') to communicate with our customers. This combined Privacy Policy and Terms of Use explains how we collect, use, and protect your information, and the rules you agree to when participating in our Program.

By opting in to receive text messages from us, you agree to these Terms and our Privacy practices.

2. Information We Collect

When you join our Program, we may collect:

- Your mobile phone number
- Your name (if provided)
- Any information you voluntarily share via text

We do not request or collect sensitive personal information (e.g., Social Security numbers, payment card details, health information) through text messaging.

3. How We Use Your Information

We may use your information to:

- Send updates, alerts, promotions, and reminders
- Respond to your inquiries or service requests
- Provide customer support

We will never sell or share your mobile number or message content with third parties for their marketing purposes.

4. Consent & Opt-In

By providing your mobile number and opting in, you consent to receive text messages from us regarding our services, promotions, and other business-related updates.

Consent is not a condition of purchase.

5. Message Frequency

Message frequency varies based on your interactions with us. We aim to keep messages relevant and reasonable in number.

6. Opting Out

You may opt out at any time by replying STOP to any message. Once you opt out, you will not receive further messages except for a confirmation of your opt-out.

To rejoin, you can opt in again at any time.

7. Message & Data Rates

Standard message and data rates may apply according to your mobile carrier's plan. We are not responsible for charges billed by your carrier.

Carriers are not liable for delayed or undelivered messages.

8. Your Responsibilities

You agree to provide accurate information when signing up and to notify us if your number changes.

You are responsible for all message activity conducted from your phone number.

9. Security

We take reasonable steps to protect your personal information. However, no method of data transmission over mobile networks or the internet can be guaranteed to be 100% secure.

10. Third-Party Providers

We may use trusted third-party vendors to deliver our SMS/text messages. These vendors are contractually prohibited from using your information for any purpose other than providing messaging services to us.

11. Limitation of Liability

To the maximum extent permitted by law, we are not liable for any indirect, incidental, or consequential damages arising from your participation in the Program, including delays, undelivered messages, or technical errors.

12. Changes to This Policy & Terms

We may update this document at any time. The 'Effective Date' above reflects the most recent update.

Your continued participation in the Program after changes are posted constitutes your acceptance of the updated Policy & Terms.

13. Contact Us

If you have questions about this Policy or our SMS/text messaging practices, contact:

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