



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 registering for SMS alerts, you agree to receive messages from Flex Pet PLLC. You agree to these Terms and our Privacy practices.

These terms and conditions are provided by Flex Pet PLLC. By registering, you agree to receive account notifications and promotional messages from us. You may receive up to 10 messages per month. Message and data rates may apply. Text STOP to unsubscribe. Text HELP for assistance. For more information, please review our Privacy Policy at https://www.flexpetreno.com/_files/ugd/960499_d09ee433fd9c458da804322daedcaeec.pdf.

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 may vary. Message and data rates may apply.

6. Opting Out

Text STOP to opt out or HELP for assistance. You can opt out of messaging at any time.

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

7. Message & Data Rates

Message and data rates may apply. 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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