**Northside Glass SMS Terms & Conditions**

By opting into SMS communications from **Northside Glass**, you agree to the following terms and conditions. These terms govern the text messaging services provided via our Microsoft Teams platform. THIS AGREEMENT IS SUBJECT TO BINDING ARBITRATION AND A WAIVER OF CLASS ACTION RIGHTS AS DETAILED BELOW. This agreement is between you and **Northside Glass**. All references to " **Northside Glass**," "we," "our," or "us" refer to **Northside Glass**, 7206 North Keystone Avenue, Indianapolis, IN 46240

**1. Campaign Description**

Northside Glass uses SMS to facilitate business communication between our staff and our customers. This includes, but is not limited to:

- **Scheduling:** Setting and confirming appointments for site visits or installations.
- **Status Updates:** Real-time notifications regarding delivery times or project progress.
- **General Communication:** Inquiries regarding glass products, quotes, and services.
- **Post-Installation:** Follow-ups and collecting customer feedback to ensure quality service.

**2. Definitions**

"Opting In," "Opt In," and "Opt-In" refer to requesting, joining, agreeing to, enrolling in, signing up for, acknowledging, responding to, or otherwise consenting to receive one or more text messages.

"Text Message Service" includes any arrangement or situation in which we send one or more messages addressed to your mobile phone number, including text messages (such as SMS, MMS, or successor protocols or technologies).

**3. Consent and Opt-In**

By providing your phone number and "opting in" via our website forms, verbal agreement, or by initiating a text to our business line, you consent to receive recurring text messages from Northside Glass. **Consent is not a condition of purchase.**

**4 . How to Opt-Out**

You can cancel the SMS service at any time. Just text **STOP** to our number. After you send the SMS message **STOP** to us, we will send you an SMS message to confirm that

you have been unsubscribed. After this, you will no longer receive SMS messages from us.

- *Note: If you want to join again, just sign up as you did the first time or text START.*

**5. How to Get Help**

If you are experiencing issues with the messaging program, you can reply with the keyword **HELP** for more assistance, or you can get help directly at:

- **Address:** 7206 North Keystone Avenue, Indianapolis, IN 46240
- **Phone:** 317-251-8244
- **Email:** Customerservice@northsideglass.com
- **Website:** www.northsideglass.com

**6. Message and Data Rates**

As always, message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies based on your interaction with our team. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

**7. Frequency of text messages**

This Text Messaging Service is for conversational person-to-person communication between you and our employees. We may send you an initial message providing details about the service. After that, the number of text messages you receive will vary depending on how you use our services and whether you take steps to generate more text messages from us (such as by sending a HELP request).

**8. Northside Glass Privacy Policy**

Northside Glass respects your privacy. We only use information you provide through this service to transmit your mobile messages and respond to you. This includes, but isn't limited to, sharing information with platform providers, phone companies, and other vendors who assist us in the delivery of mobile messages. Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. Nonetheless, we reserve the right always to disclose any information as necessary to satisfy any law, regulation or governmental request, to avoid liability, or to protect our rights or property. This Text Message Service Privacy Policy applies to your use of the Text Message Service incorporated by

reference above, which may govern the relationship between you and us in other contexts.