

C2 RV Services LLC SMS Policy

C2 RV Services LLC ("we," "us," or "our") respects your privacy and is committed to transparency in our communication practices. This SMS Policy explains how we use Short Message Service (SMS) for communication, how you can control your preferences, and what to expect regarding message frequency and costs.

Purpose of SMS Communications

We understand that timely communication is essential for a smooth RV repair or inspection experience. We will only use SMS for transactional purposes to communicate directly with you about your RV repairs or inspection. This may include:

- **Appointment confirmations and reminders:** We may send you SMS confirmations for scheduled appointments and gentle reminders as an appointment approaches.
- **Service planning:** You may receive SMS communications in order to assure proper setup of the work site and that we have foreseeable part(s) needed for repair.
- **Service updates and progress reports:** You may receive SMS updates on the progress of your repairs, including any unexpected delays or parts requirements.
- **Repair or Inspection completion notifications:** We may notify you via SMS when your RV repairs or RV Inspection is complete.
- **Payment confirmations and billing information (if needed):** In some cases, we may send SMS confirmations for successful payments or reminders about outstanding balances. However, *we will never request complete payment details via SMS.*

We will not use SMS for marketing or promotional purposes.

Opting In and Consent

You are in control of your communication preferences. You can opt-in to receive SMS messages from C2 RV Services LLC in the following ways:

- **Receipt of Initial Text Message:** If you initiate communication with C2 RV Services LLC via text message, we will use **implied consent** to continue using SMS communication as an accepted form of communication.
- **Website Forms:** During the service request process on our website, you may find a checkbox indicating your consent to receive SMS updates. Opting in through this method ensures clear and documented consent.
- **Initial Text Message (with prior phone call consent):** If you have previously consented to receive phone calls from C2 RV Services, we may send you an initial text message to confirm your preference for SMS updates. You can reply "YES" to opt-in or "NO" to decline.

By providing your consent through any of these methods, you agree to receive SMS messages from C2 RV Services LLC at the phone number you provided. We will never add you to our SMS list without your explicit permission.

Frequency and Costs

We understand that excessive messages can be disruptive. We will only send you SMS messages as absolutely necessary to keep you informed about your RV repairs. The frequency of messages will depend on the complexity of your repair and the need for updates. Here's a breakdown of potential scenarios:

- **Inspections:** For general inspections, you may receive one or two SMS messages - an appointment confirmation to discuss the inspection, and notices that we are beginning and/or completing the inspection.
- **Simple Repairs:** For straightforward repairs, you may receive one or two SMS messages - an appointment confirmation and a completion notification.
- **Complex Repairs:** More involved repairs may require additional communication. You might receive progress updates if unforeseen issues arise or parts need to be ordered.

Standard domestic text messaging rates apply, as charged by your mobile carrier. We recommend checking your mobile plan for details on SMS message charges.

Opting Out

We respect your right to manage your communication preferences. You can opt-out of receiving SMS messages from C2 RV Services at any time by:

- **Replying "STOP" to any SMS message you receive from us.** This is the simplest way to opt-out, and we will automatically remove your number from our SMS list.
- **Contacting us by email at info@c2rvservices.com.** While email opt-out may take slightly longer to process, we will ensure your request is honored promptly.

We will process your opt-out request within a reasonable timeframe, typically within 24 hours. You will receive a confirmation message once you are successfully removed from our SMS list.

Third-Party Service Providers

To deliver SMS messages efficiently, we rely on the services of our telecommunication providers, Verizon and Ooma. Additionally, Wix, the platform for our website and forms, or QuickBooks, our accounting software, may be involved in the initial setup and routing of these messages. These third parties are required to comply with industry standards for data privacy and security. We never share your phone number or any personal information with third parties for marketing purposes.

Updates to this SMS Policy

We may update this SMS Policy from time to time to reflect changes in our practices or comply with new regulations. We will post any changes on our website and notify you by email (if you have subscribed to receive them) at least 15 days before the changes take effect.

Contact Us

If you have any questions about this SMS Policy, how to manage your SMS preferences, or any concerns regarding our communication practices, please contact us at: info@c2rvservices.com

We appreciate your understanding and cooperation. By using our services, you acknowledge that you have read and understood this SMS Policy.