

SMS Messaging and Call Recording Terms and Conditions

G&V Family Plumbing, Heating and Air, LLC

Effective Date: October 2026

1. SMS Messaging Services

By providing express consent to G&V Family Plumbing, Heating and Air, LLC, customers agree to receive SMS text messages related to plumbing services, including:

- Appointment confirmations and reminders
- Scheduling and rescheduling notifications
- Technician arrival updates
- Service updates and follow-up communications
- Responses to customer inquiries

These messages are strictly for customer service and transactional purposes. We do not send promotional or marketing text messages through this program.

SMS consent may be obtained verbally when customers contact our office to schedule services. Consent will be documented and maintained in our customer records.

2. Message Frequency

Message frequency varies depending on scheduled appointments, service requests, and customer interactions.

Customers may receive multiple messages relating to an active service appointment or ongoing service request.

3. Message and Data Rates

Message and data rates may apply depending on the customer's mobile carrier and service plan.

G&V Family Plumbing, Heating and Air, LLC is not responsible for charges imposed by mobile carriers for sending or receiving SMS messages.

4. Opt-Out Instructions

Customers may opt out of receiving SMS messages at any time by replying **STOP** to any message.

After opting out, customers will no longer receive SMS messages through this program unless they provide new consent.

Customers may also contact our office directly to request removal from SMS communications.

5. Help and Support

For assistance with SMS messaging, customers may reply **HELP** to any text message or contact our office directly.

Company Name: G&V Family Plumbing, Heating and Air, LLC

Phone: 859.626.8111

Email: grsplumbing@gmail.com

6. Consent to Receive SMS Messages

SMS consent is voluntary and is not a condition of purchasing goods or services.

Customers may provide consent verbally when scheduling an appointment or requesting plumbing services by telephone.

Once consent has been obtained and documented, it may apply to future service-related communications within the scope of the original consent unless the customer withdraws permission or applicable law requires renewed consent.

Customers who have previously opted out must provide new consent before SMS communications resume.

Consent to receive SMS messages is separate from consent to telephone call recording.

7. Privacy and Information Protection

G&V Family Plumbing, Heating and Air, LLC respects customer privacy and takes reasonable measures to protect personal information.

Customer phone numbers and SMS consent information are used to facilitate service-related communications.

SMS opt-in consent and mobile phone numbers collected for SMS communication purposes will not be shared with third parties or affiliates for marketing or promotional purposes.

Information may be shared with authorized service providers solely as necessary to operate our communication systems and provide requested services, subject to applicable privacy and security requirements.

For additional details about the collection, use, and protection of personal information, please review our **Privacy Policy**.

8. Call Recording and Monitoring

Telephone calls with G&V Family Plumbing, Heating and Air, LLC may be recorded or monitored for the following purposes:

- Quality assurance and customer service improvement
- Employee training and performance evaluation
- Accurate documentation of appointments and service requests
- Resolution of customer questions, concerns, or disputes

When required by applicable law, callers will be notified of recording and their consent will be obtained before recording begins.

Call recordings will be accessible only to authorized personnel and service providers who require access for legitimate business purposes.

Recordings will be stored and maintained in accordance with our Privacy Policy and applicable laws.

Customers who do not wish to have their calls recorded may notify our office and request an alternative method of communication, such as email.

Consent to call recording does not constitute consent to receive SMS messages.

Contact Information

G&V Family Plumbing, Heating and Air, LLC

104 Forbes Ct. Richmond, KY 40475

859.626.8111

grsplumbing@gmail.com

www.grsplumbing.com

Updates to These Terms

We may revise these Terms and Conditions periodically. Any updates will be posted on our website with a revised effective date.