



Shimmel Operational Solutions: Terms & Conditions

Terms and Conditions for Email, Text, and Digital Communications

1. Purpose

Shimmel Operational Solutions LLC ("SOS," "we," "us," or "our") provides leadership development, consulting, education, and related services. These Terms and Conditions govern all email, text message, and digital communication that you receive from SOS once you voluntarily provide your contact information.

2. Consent to Receive Communications

By submitting your contact information in any form, online or in person, you grant SOS permission to communicate with you through email, text message, and additional digital channels. Communications may include service updates, scheduling information, leadership resources, newsletters, client notices, event invitations, promotional messages, and operational announcements.

Message and data rates may apply based on your mobile carrier.

You may withdraw consent at any time by following the opt-out instructions listed below.

3. Opt-Out Instructions

SOS honors all opt out requests promptly.

Email: Select "Unsubscribe" at the bottom of any SOS email.

Text Message: Reply "STOP" to end all text communication.

Digital Messaging Platforms: Follow platform specific opt out instructions.

Submitting an opt-out request stops marketing communication. Service-based communication may continue for active clients if required to complete purchased work.

4. Frequency of Communication

Communication volume varies by engagement level. General subscribers may receive up to four text messages per month and up to two emails per week. Clients enrolled in active programs, courses, or consulting engagements may receive additional communication necessary for service delivery.

5. Accuracy of Contact Information

You are responsible for providing accurate and current contact details. SOS is not liable for misdirected communication, delivery errors, or unauthorized access that occurs due to incorrect or outdated information provided by the user.

6. Use of Third-Party Service Providers

SOS may use reputable third-party vendors to support communication processes. Vendors may include email management platforms, scheduling systems, texting platforms, and customer management tools. These vendors support communication delivery and do not have permission to use your information for their own marketing.

7. No Guarantee of Delivery

Communication delivery is not guaranteed. Email filters, server issues, mobile carrier limitations, inbox capacity, and user device settings may interfere with communication. SOS is not responsible for any delay or failure caused by factors outside our control.

8. User Responsibilities

You agree to use all SOS communication channels in a lawful and professional manner. Abuse, harassment, threats, or misuse of SOS communication platforms will result in immediate removal from all contact lists and may result in additional actions as allowed under applicable law.

9. Intellectual Property

All content sent through SOS communication channels is owned by Shimmel Operational Solutions LLC. This includes course materials, templates, newsletters, worksheets, and leadership resources. Content may not be reproduced, distributed, or reused without written approval from SOS.

10. Limitation of Liability

SOS provides communication for informational, educational, and service-related purposes. SOS is not liable for any loss, delay, business decision, financial impact, or outcome resulting from communication or failure of communication. Your decision to act on information provided through SOS communication channels is solely your responsibility.

11. Supplemental Relationship to Privacy Policy

These Terms and Conditions operate alongside the existing Shimmel Operational Solutions LLC Privacy Policy. Your consent to communication does not modify or replace any section of the Privacy Policy previously published on the SOS website.

12. Governing Law

These Terms and Conditions are governed by the laws of the State of Arkansas. Any dispute arising from communication consent or use shall be handled within the appropriate Arkansas jurisdiction.

13. Contact Information

For questions, concerns, or changes to your communication preferences, contact:

Shimmel Operational Solutions LLC
Email: shimmelk@operationalsos.com
Phone: (870) 232 6684
Website: www.operationalsos.com

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