

PART 1: TERMS & CONDITIONS

Effective Date: October 22, 2026

1. Acceptance of Terms

This website pineryvet.com, the "Site") is operated by LMN Stars Inc., doing business as Pinery Veterinary Center and Pinery Pet Club ("Pinery," "we," "us," or "our"). By using the Site, booking services, or enrolling in our text messaging program, you agree to these Terms & Conditions.

2. Our Services

Pinery Veterinary Center provides veterinary care, and Pinery Pet Club provides pet daycare and self-service dog wash facilities. Service availability, pricing, and policies may change without notice. Requirements for your pet (such as vaccinations and temperament evaluations) and the terms of each service are set out in our signed service agreements and facility policies, which apply in addition to these Terms.

3. Accounts and Online Booking

When you create an account or book online, you agree to provide accurate and current information about yourself and your pet, keep your login credentials confidential, and accept responsibility for activity under your account. We may suspend accounts that contain false information, including false vaccination records.

4. Text Messaging (SMS) Terms

By providing your mobile phone number and opting in, you agree to receive text messages from Pinery Pet Club [and Pinery Veterinary Center] related to your pet's care and your account.

Program description: We send account and service messages, which may include appointment and reservation confirmations and reminders, check-in and pick-up notices, vaccination reminders, pet updates, schedule changes, and billing or account notices. [If applicable: We may also send occasional promotional messages if you separately opt in to receive them.]

Consent: Consent to receive text messages is not a condition of purchasing any goods or services. Pinery Pet Club clients opt in through our online client portal by editing their profile and turning on the text message switch.

Message frequency: Message frequency varies based on your reservations and activity with us.

Costs: Message and data rates may apply. Check with your mobile carrier for your plan details.

Opt out: You can cancel text messages at any time by replying **STOP** to any message. After you send STOP, we will send one confirmation message and you will receive no further texts unless you opt back in.

Help: For help, reply **HELP** to any message or contact us at info@pineryvet.com or 303-953-4000.

Carrier disclaimer: Carriers are not liable for delayed or undelivered messages.

Privacy: Your mobile information is handled as described in our Privacy Policy below.

5. Email Communications

By providing your email address, you agree to receive emails from us. These include transactional emails (such as reservation confirmations, receipts, and account updates) and, unless you have opted out, promotional emails (such as news and special offers). You can opt out of promotional emails at any time by clicking the "Unsubscribe" link in any promotional email. Even if you opt out, we may still send account or service-related messages.

6. Health, Safety, and Veterinary Disclaimer

Information on the Site is general and is not veterinary advice. Contacting us through the Site does not create a veterinary-client-patient relationship. In an emergency, call us or your nearest emergency animal hospital immediately. Pet daycare and self-service dog washing involve inherent risks, including illness, injury, and stress. Specific responsibilities and liability terms are set out in your signed service agreements, and nothing on the Site replaces them.

7. Payments and Cancellations

Pricing, deposits, cancellation windows, and refund rules are described in your service agreements and on the Site or booking portal. Payments are processed by third-party payment processors, and we do not store full payment card numbers on our servers.

8. Disclaimers and Limitation of Liability

To the fullest extent permitted by law, Pinery and its owners, employees, and agents are not liable for indirect, incidental, or consequential damages arising from your use of the Site. This

section does not limit liability that cannot be limited under applicable law, and it does not replace your service agreements.

9. Changes to These Terms

We may update these Terms from time to time. The updated version will be posted with a new effective date, and continued use of the Site means you accept the changes.

10. Governing Law

These Terms are governed by the laws of the State of Colorado, without regard to conflict-of-law rules. Any disputes will be handled in the state or federal courts located in Colorado.

11. Contact Us

Pinery Veterinary Center and Pinery Pet Club

6716 Pinery Peak Point, Parker, CO 80134

Pinery Veterinary Center: info@pineryvet.com

Pinery Pet Club: petclub@pineryvet.com

303-953-4000

PART 2: PRIVACY POLICY

Effective Date: October 22, 2026

1. Introduction

LMN Stars Inc., doing business as Pinery Veterinary Center and Pinery Pet Club ("Pinery," "we," "us," or "our"), respects your privacy. This policy explains what information we collect, how we use it, and your choices when you use pineryvet.com and our services.

2. Information We Collect

- **Contact details:** name, email address, mailing address, and phone number (including mobile number).
- **Pet information:** name, breed, age, photos, vaccination and veterinary records, medical and behavioral notes, and feeding instructions.
- **Account and booking details,** emergency contacts, and authorized pick-up persons.
- **Payment information,** which is collected and processed by our third-party payment processor.
- **Website data:** device and browser type, IP address, and pages visited, collected through cookies and similar technologies. You can control cookies through your browser settings.

3. How We Use Your Information

We use your information to provide and manage veterinary and pet care services and reservations; communicate with you about your account and your pet by email, phone, and text message; process payments; verify vaccination and health requirements; respond to your requests; improve the Site; and comply with legal obligations.

4. Text Messaging and Mobile Information

If you provide your mobile number and opt in to text messages, we use it to send the account and service messages described in our Terms & Conditions.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging opt-in data and consent will not be shared with any third parties.

We may share mobile numbers only with service providers that help us deliver our messages (such as our pet-care management software and messaging platform providers), and only to the extent needed to send those messages on our behalf. These providers may not use your information for their own marketing.

You can opt out of text messages at any time by replying **STOP**. Reply **HELP** for help. Message and data rates may apply.

5. How We Share Information

We do not sell your personal information. We share it only:

- Between Pinery Veterinary Center and Pinery Pet Club, which are operated by the same business, to provide care and services to you and your pet.
- With service providers that perform services for us, such as booking and management software, payment processing, messaging, website hosting, and analytics.

- With veterinarians or emergency providers if your pet needs medical care.
- For legal reasons, such as to comply with law or protect rights, safety, or property.
- In a business transfer, such as a sale or merger.

6. Retention and Security

We keep your information as long as needed to provide our services and meet legal and record-keeping requirements (including veterinary medical record retention rules). We use reasonable safeguards to protect your information, but no method of storage or transmission is completely secure.

7. Your Choices and Rights

You can contact us to access, correct, or request deletion of your information, subject to legal and operational requirements. You can opt out of marketing emails with the unsubscribe link and out of texts by replying STOP.

If you are a Colorado resident, you may have additional rights under Colorado privacy law, such as the right to access, correct, or delete your personal data, or to opt out of certain uses of it, to the extent that law applies to us. To make a request, contact us using the details below.

8. Changes to This Policy

We may update this policy from time to time. The updated version will be posted with a new effective date.

9. Contact Us

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