

SMS Terms and Conditions

Complete Medical Supplies Inc. Reorder Reminder Program | Effective Date: March 10th 2023

By opting in to receive text messages from Complete Medical Supplies Inc. ("we," "our," or "us"), you agree to these SMS Terms and Conditions. Please read them carefully.

1. Program Description

The Complete Medical Supplies Inc. Reorder Reminder Program sends recurring automated text messages to customers and patients who have opted in. Messages may include:

- Reorder reminders when your supplies are due to be refilled
- Order confirmations, shipping notifications, and delivery updates
- Account, insurance authorization, and customer service messages
- Occasional information about products and services we provide

2. Who Sends These Messages

These messages are sent by Complete Medical Supplies Inc.. **Opting in to this program does not enroll you in messaging from any affiliated or related company.** If you do business with more than one of our companies, you will be asked to opt in separately for each.

3. Opt-In Consent

You may opt in by entering your mobile number and checking the consent box on our website or order form, by texting our published keyword to our program number, or by providing verbal or written consent to a representative, which we will document.

By opting in, you consent to receive recurring automated text messages at the mobile number you provide. **Consent is not a condition of purchasing any goods or services or of receiving care.**

You confirm that you are at least 18 years old and that you are the account holder or have the account holder's permission to enroll the number you provide.

4. Message Frequency

Message frequency varies based on your order activity and reorder eligibility. You will typically receive no more than [4] messages per month.

5. Message and Data Rates

Standard message and data rates may apply to messages sent to and from your mobile device. These charges come from your mobile carrier, not from us. Contact your carrier for details about your plan.

6. Opt-Out / STOP

You can cancel at any time by replying **STOP** to any message from us. You may also reply END, QUIT, CANCEL, or UNSUBSCRIBE. We will send a confirmation message, and no further texts will be sent, except messages necessary to complete orders you have already placed.

Opting out of text messages will not affect your ability to receive supplies or services. To rejoin, opt in again using any method in Section 3, or contact customer service at [Insert phone number].

7. HELP / Support

For help with the messaging program, reply **HELP** to any message, or contact us at:

- [Insert support email]
- [Insert phone number]

8. Carriers and Delivery

Our messaging program may be supported by major U.S. wireless carriers. Carriers are not liable for delayed or undelivered messages. Delivery is subject to effective transmission by your carrier and is not guaranteed. Do not rely on text messages for urgent or emergency medical needs — call your healthcare provider or 911.

9. Privacy

Information you provide through this program is handled according to our **Privacy Policy**.

Mobile Information Sharing: No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Information sharing with subcontractors in support services, such as customer service, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

10. Message Content and Your Privacy

Text messages are not a secure form of communication. We keep message content general and do not include detailed clinical information. Messages may reference that supplies are due for reorder or that an order has shipped. If others have access to your mobile device, they may be able to see these messages. If you prefer not to receive them, reply STOP at any time.

11. Changing or Deactivating Your Mobile Number

You agree to notify us if your mobile number changes or is deactivated. You are responsible for messages sent to a number you no longer own until you notify us at [Insert support email] or reply STOP.

12. Limitation of Liability

Complete Medical Supplies Inc. is not responsible for delays, delivery failures, or other issues caused by mobile carriers, network outages, device problems, or other circumstances beyond our reasonable control. To the fullest extent permitted by law, we are not liable for any damages arising from your participation in this messaging program.

13. Changes to These Terms

We may update these SMS Terms and Conditions from time to time. The most current version will always be posted on this page. Your continued participation after changes are posted means you accept the updated terms.

14. Contact Us

For questions about these SMS Terms and Conditions, contact us at:

Complete Medical Supplies Inc.

11971 Nw 37th St, Coral Springs, FL 33065

resupply@acsmedical.com

866-748-5151