

# **Text Message Communication Policy & Agreement**

By contacting us or providing your phone number, you agree to the following terms regarding text message communication.

## **1. Consent to Text Communication**

By submitting your phone number through our website, contact form, estimate request, or directly to our team, you consent to receive text (SMS) messages related to your painting project.

These messages may include:

- Estimate confirmations
- Appointment scheduling and reminders
- Project updates
- Material or color confirmations
- Payment notifications
- Follow-up communications

Message frequency varies based on project activity.

---

## **2. Business Use Only**

Text messaging is intended for project-related communication only. We do not use text messaging for marketing unless you have separately opted in to receive promotional messages.

---

## **3. Standard Messaging Rates**

Standard message and data rates may apply depending on your mobile carrier and plan. We are not responsible for carrier charges.

---

## **4. Response Times & Availability**

Text messages are typically answered during normal business hours. Messages received outside business hours may be responded to the next business day. Text messaging is not monitored 24/7 and should not be used for emergencies.

---

## **5. Project Authorizations via Text**

Approvals, change orders, scheduling confirmations, and color selections confirmed via text message may be considered valid written authorization.

For major changes involving additional costs, we may require a formal written change order.

---

## **6. Privacy & Data Protection**

We respect your privacy. Your phone number will:

- Never be sold or shared with third parties for marketing
- Only be used for communication related to your project
- Be stored securely in accordance with applicable privacy standards

For more information, please review our full Privacy Policy.

---

## **7. Opting Out**

You may opt out of text communications at any time by replying:

**STOP**

After opting out, we may contact you via phone or email regarding active projects.

---

## **8. Communication Limitations**

While we take reasonable steps to maintain confidentiality, text messaging is not a fully secure form of communication. Please do not send sensitive financial or personal information via SMS.

---

## **9. Changes to This Policy**

We reserve the right to update this Text Communication Policy at any time. Updates will be posted on this page with a revised effective date.

---

**Effective Date:** February 19, 2026

**Business Name:** PaintAsheville.com

**Contact Email:** [info@paintasheville.com](mailto:info@paintasheville.com)

**Phone:** 828-775-3524