

## SMS Terms & Conditions

### RMS Controls, Inc. SMS Terms & Conditions

Effective Date: July 2026

By opting in to receive SMS text messages from **RMS Controls, Inc.** , you agree to receive conversational text messages regarding technical support, troubleshooting, service requests, scheduling, project updates, and the exchange of equipment photos and serial numbers necessary to diagnose equipment issues.

These SMS messages are intended solely for one-to-one communication between RMS Controls employees and customers and are **not** used for marketing or promotional purposes.

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## Privacy Policy

Please review our Privacy Policy here:

[https://www.rmscontrols.com/\\_files/ugd/00124e\\_91517c3f8f2b4edcb76153caa8d41a50.pdf](https://www.rmscontrols.com/_files/ugd/00124e_91517c3f8f2b4edcb76153caa8d41a50.pdf)

The Privacy Policy explains how RMS Controls collects, uses, protects, and shares information related to its SMS messaging services.

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## Consent to Receive SMS Messages

By providing your mobile phone number and opting in to receive SMS messages, you consent to receive conversational text messages from RMS Controls, Inc.

Your consent is not required as a condition of purchasing any goods or services.

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## Message Types

SMS messages may include, but are not limited to:

- Technical support
- Equipment troubleshooting
- Service requests
- Scheduling
- Appointment coordination

- Requests for equipment photos
- Requests for equipment serial numbers
- Follow-up regarding existing support requests

This SMS service is not used for advertising or marketing campaigns.

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### **Message Frequency**

**Message frequency varies** depending on your interaction with RMS Controls and your service requests.

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### **Message & Data Rates**

**Message and data rates may apply** depending on your wireless carrier and mobile service plan.

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### **Opt-Out Instructions**

You may opt out of receiving SMS messages at any time by replying:

**STOP**

You may also reply with:

- STOP
- END
- CANCEL
- QUIT
- UNSUBSCRIBE

After opting out, you will receive one final confirmation message confirming your opt-out. No further SMS messages will be sent unless you opt in again.

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### **HELP Instructions**

For assistance, reply:

**HELP**

or contact us directly:

**Email:** sales@rmscontrols.com

**Phone:** 281-257-2581

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## Privacy

RMS Controls respects your privacy.

Mobile opt-in information and SMS consent **will not be shared with third parties or affiliates for marketing or promotional purposes.**

Information may be shared only with service providers necessary to deliver SMS messages or when required by applicable law.

For complete details, please review our Privacy Policy:

[https://www.rmscontrols.com/\\_files/ugd/00124e\\_91517c3f8f2b4edcb76153caa8d41a50.pdf](https://www.rmscontrols.com/_files/ugd/00124e_91517c3f8f2b4edcb76153caa8d41a50.pdf)

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## Costs

RMS Controls does not charge for SMS messages.

However, **message and data rates may apply** based on your wireless carrier and mobile service plan.

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## Contact Information

**RMS Controls, Inc.**

Website: <https://www.rmscontrols.com>

Email: sales@rmscontrols.com

Phone: 281-257-2581