

# Terms of Service for SMS/Text Messaging

Caprock Window Cleaning, LLC

Effective Date: 04/01/2026

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## 1. Introduction

By opting in to receive text messages from Caprock Window Cleaning, LLC (“we,” “us,” or “our”), you agree to the following Terms of Service. These terms govern your use of our SMS/text messaging program.

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## 2. Program Description

By subscribing to our SMS program, you agree to receive text messages related to our window cleaning services. These messages may include:

- Appointment scheduling and confirmations
  - Service reminders and updates
  - Billing notifications and payment reminders
  - Promotions, special offers, and discounts
  - Customer support communications
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## 3. Opt-In Consent

You may opt in to receive SMS messages by:

- Submitting your phone number through our website or contact forms
- Requesting service via phone, email, or in person
- Checking the consent box on digital forms

By opting in, you confirm that:

- You are the authorized user of the phone number provided
  - You consent to receive text messages from us
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## 4. Message Frequency

Message frequency may vary depending on your interactions with us, including appointment activity and promotional campaigns.

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## 5. Message & Data Rates

Standard message and data rates may apply according to your mobile carrier plan. You are responsible for any fees charged by your carrier.

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## 6. Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying: **STOP** to any message you receive from us.

After opting out, you will receive a final confirmation message, and no further messages will be sent unless you opt in again.

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## 7. Help & Support

For assistance, reply **HELP** to any message or contact us directly at:

- Phone: 806-407-3030
  - Email: [admin@caprockwindowcleaning.com](mailto:admin@caprockwindowcleaning.com)
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## 8. Privacy

Your privacy is important to us. We will not sell, rent, or share your phone number with third parties for marketing purposes without your consent. Information collected through SMS communications is handled in accordance with our Privacy Policy.

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## 9. Service Availability

We do not guarantee that SMS messages will be delivered without delay or interruption. Delivery is subject to your mobile carrier's network availability.

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## 10. Limitation of Liability

We are not liable for:

- Delayed or undelivered messages
  - Errors in message content
  - Any damages arising from the use of or reliance on SMS communications
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## 11. Changes to Terms

We reserve the right to update or modify these Terms at any time. Changes will be effective upon posting with a revised effective date.

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## 12. Contact Information

If you have questions about these Terms, please contact us at:

Caprock Window Cleaning, LLC  
8914 County Road 6820, Lubbock, Texas 79407  
806-407-3030  
[admin@caprockwindowcleaning.com](mailto:admin@caprockwindowcleaning.com)

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By opting in to our SMS program, you acknowledge that you have read and agree to these Terms of Service.