

SMS MESSAGING TERMS

Programme: Gravun Inc. Messages

Effective Date: September 23, 2026

These Messaging Terms describe the text-messaging programme operated by Gravun Inc. ("we," "us," or "Sender").

Mailing address: 10 Four Seasons Place , Etobicoke, Ontario, M9B0A6, Canada.

Support email: Hello@gravun.com

Support telephone: +1 (877) 744-2205

Privacy Notice: <https://gravun.com/legal/privacy>

1. Programme Scope

1.1 Service Messages. Depending on your request and permissions, we may send texts concerning enquiries, appointments, estimates, invoices, service work, signing requests, and related support.

1.2 Promotional Messages. Promotional offers and other marketing messages are a separate category. Participation in service messaging does not automatically enrol you in promotional messaging.

1.3 Platform Provider. We use Gravun and communications providers to deliver messages. Unless a message identifies Gravun as the business contacting you about its own services, we remain the Sender responsible for this programme.

2. Participation and Permission

2.1 Joining. You may join through the relevant web form, booking process, or another supported permission method. The wording presented when you join identifies the Sender, message category, and applicable choices.

2.2 Separate Consent. These Terms explain the programme; their publication or your visit to this page does not itself establish permission to send you messages.

2.3 Number Authority. Provide a number you are authorized to use. Notify us if you stop using it or it is reassigned. Do not enrol another person without the necessary authority.

2.4 Automated Delivery. Messages may be sent using automated technology, within the permission and legal basis applicable to the communication.

2.5 Optional Marketing. Consent to promotional texts is not a condition of purchasing goods or services. You may decline marketing and contact us about available service-communication alternatives.

2.6 No Voice-Call Consent. Permission for this text programme does not, by itself, authorize prerecorded or AI-generated promotional calls.

3. Frequency and Charges

3.1 Frequency. Message frequency varies with your interactions, selected categories, and service activity. Any programme-specific limit or frequency stated when you join also applies.

3.2 Carrier Charges. Message and data rates may apply under your mobile plan. Contact your carrier for details.

3.3 Sender Charges. We do not charge a separate fee to enrol in or opt out of this programme.

4. Stopping Messages

4.1 Opt-Out. Reply STOP to a programme message to withdraw from texts from this Sender. You may also contact us using the support details above or another legally recognized method.

4.2 Confirmation. Where permitted, we may send one non-promotional confirmation of your request. We will not require you to answer it to complete the opt-out.

4.3 Processing. We will honour your request promptly and within the applicable legal and provider requirements. Messages already transmitted may still reach your device.

4.4 Scope. A general STOP request will suppress automated texts from this Sender while any legally permitted exceptions are assessed. We will not continue marketing merely by describing it as a service update.

4.5 Other Channels. An SMS opt-out does not necessarily withdraw a separate email preference. If you want to stop other communications as well, tell us. We will interpret and apply your request according to its scope and applicable law.

4.6 Rejoining. You may rejoin through a supported opt-in process providing fresh permission. A later purchase or enquiry does not automatically reactivate promotional texts.

5. Assistance and Alternatives

5.1 Help. Reply HELP for programme assistance or contact Hello@gravun.com.

5.2 Alternative Contact. If you decline texts, contact us to arrange an available alternative for service information. Stopping texts does not itself cancel an appointment, contract, invoice, or underlying transaction.

5.3 Emergencies. This programme is not an emergency reporting service. Do not rely on a text response where immediate assistance is needed.

6. Delivery and Message Security

6.1 Delivery Limitations. Delivery may be delayed or unsuccessful because of carrier restrictions, connectivity, filtering, device settings, or technical issues. Do not assume that sending a reply establishes that we received or acted on it.

6.2 Important Requests. For time-sensitive cancellations, disputes, or instructions, use the contact method specified in your transaction documents or contact our support team.

6.3 Sensitive Information. Do not text passwords, payment-card security codes, or unnecessary sensitive information. Use the designated secure process when requested.

6.4 Signing and Payment Links. Links may provide access to transaction information. Do not forward a personal signing or payment link to an unauthorized person. Verify unexpected requests through our published contact details.

6.5 Rights Preserved. Delivery limitations do not remove obligations imposed on us by law or an applicable agreement.

7. Privacy

7.1 Programme Information. We process your number, permission and preference records, message content, and delivery information to operate the programme, provide support, and honour choices.

7.2 Providers. We may disclose information to Gravun and communications providers as necessary to deliver and administer messages, subject to applicable restrictions.

7.3 Marketing Restrictions. We do not sell or share your SMS opt-in information or consent with other businesses for their own marketing. Service-provider processing for this programme is distinct from giving another business permission to market to you.

7.4 Suppression Records. We may retain limited information needed to prevent further prohibited contact after an opt-out. This does not authorize continued marketing.

7.5 Further Information. Our Privacy Notice explains applicable retention, disclosures, international processing, and request procedures.

8. Changes and Contact

8.1 Programme Changes. We may update these Terms to reflect programme or legal changes and provide additional notice where required.

8.2 Consent Boundaries. An update does not expand your permission to a new Sender, materially different marketing purpose, or additional channel without the required authorization.

8.3 Questions. Contact:

Gravun Inc.

10 Four Seasons Place , Etobicoke, Ontario, M9B0A6, Canada.

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