# 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, ON M9B 6H7
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:

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