

COASTAL POWER PRODUCTS SMS TERMS & CONDITIONS

Last Updated: September 22, 2025

1. Program Overview

- “Coastal Power Products Service Alerts” (the “Program”) provides text messages related to your service with Coastal Power Products, including: appointment scheduling and reminders, technician ETAs, service updates, schedule changes, quotes/invoices and secure payment links, maintenance reminders, warranty notices, and outage/emergency notifications.

2. Opt-In & How We Get Your Consent - You may enroll in the Program by any of the following:

- By providing your contact details, you consent to receive service-related communications from our company.
- Your contact details may be submitted by various means: checking a consent box on a Coastal Power Products website/app form and submitting your mobile number; signing a work order, service agreement, or estimate that includes SMS consent; texting a keyword we advertise (e.g., START, JOIN) to a designated Coastal Power Products 10-digit number; or providing your consent during a phone call or in person which is then recorded in our CRM/work order system.
- By opting in, you confirm you are the subscriber or customary user of the phone number provided and you authorize Coastal Power Products to send you Program texts using an automated system. Consent is not a condition of purchase or service.

3. Message Frequency:

- Message frequency varies by user and program activity. Typical service interactions may generate multiple messages per job (e.g., confirmation, reminder, “on the way,” completion, invoice/payment link) plus periodic maintenance or warranty notices. For “Coastal Power Products Promotions” (if you opt in), frequency varies but will generally not exceed 4 messages per month.

4. Costs:

- Message and data rates may apply. If you have questions about your text or data plan, contact your wireless provider.

5. STOP / Unsubscribe:

- You can cancel SMS at any time by replying ‘STOP’ to any text message.

6. HELP / Support:

- For help, reply HELP to any message, or contact us by phone or email
- Email: office@coastalpowerproducts.com / Phone: 979-583-7010
- Business hours: Monday to Friday, 8 AM to 5 PM, CST

7. Carrier Disclosures:

- Carriers are not liable for delayed or undelivered messages. Delivery is subject to effective transmission by your carrier/network operator.

8. Data Privacy & Security

- We use your mobile number and message content solely to provide Program services and maintain records of consent and messaging activity. We do not sell your personal information. For more details, please review our Privacy Policy below. We use industry-standard security measures to protect your personal information from unauthorized access or disclosure.

9. Eligibility & Participation:

- The Program is intended for U.S. mobile subscribers (18+). By participating, you agree to keep your contact information up to date and to notify us if you change or deactivate your number.

10. Changes to the Program or Terms:

- We may update these Terms & Conditions periodically and all changes will be posted on this web page with the revision date.

11. Contact:

- Coastal Power Products / Email: office@coastalpowerproducts.com / Phone: 979-583-7010
- Address: 1321 County Road 47, Angleton, TX 77515

COASTAL POWER PRODUCTS

PRIVACY POLICY

Last Updated: September 22, 2025

This Privacy Policy explains how Coastal Power Products collects, uses and discloses personal information of its customers, prospective customers, and visitors to its website at www.coastalpowerproducts.com.

Information collected directly from you: We may collect personal information directly from you, through a web form, during an online or in-person conversation, while gathering information for a sales or service request, while setting up an account with us, when you contact us for customer support, or while paying an invoice. Personal information we collect directly from you may include first and last name, address, email address, phone number, and property access information.

Information collected from your device: Our website may use tracking technologies such as cookies, web beacons, pixels, and other similar technologies to automatically collect certain information from your device, including for example your IP address, browser and operating system information, geographic location, referring website address, and other information about how you interact with the website. Our website may also use cookies to personalize your experience and enable certain features such as keeping track of items you put in your shopping cart. You may disable cookies in your web browser, however, parts of our website may not function properly. More information about blocking and deleting cookies is available at <http://www.allaboutcookies.org>. Our email campaigns may also use tracking technologies such as web beacons, pixels and other similar technologies to automatically collect certain information such as your IP address, browser type and version, and email engagement statistics.

USE OF PERSONAL INFORMATION

We use information collected directly from you to provide you with our products and services, customer service and support, and other relevant information. Phone numbers provided will only be used for service updates, appointment reminders, and customer support purposes. We do not share, sell, or rent customer contact details with third parties for marketing or promotional purposes.

DISCLOSURE OF PERSONAL INFORMATION

We may use third-party service providers to assist us with our customer communications and payment processing services and we may share your information with such third parties for these limited purposes.

- We use Zuper Connect for our text message communications. For more information about how we may use your information with Zuper Connect and the information that may be collected through our email campaigns, see Constant Contact's Customer Data Notice available at <https://info.zuper.co/en/standard-terms>
- We use Wix to help us understand how visitors interact with our website. Wix uses and processes your information in accordance with its privacy policy available at <https://www.wix.com/about/privacy>
- We use Zuper Pay as our payment processor. Zuper Pay uses and processes your payment information in accordance with its privacy policy available at <https://info.zuper.co/en/standard-terms>

EMAIL AND TEXT MESSAGE COMMUNICATIONS

- If you wish to unsubscribe from our text message communications, you can opt out of receiving messages anytime by replying 'STOP' to any text message.
- If you wish to unsubscribe from our email communications, please click on the Unsubscribe link at the bottom of any email sent from us.

If you wish to stop receiving text messages from us, reply STOP to any text message sent from us.

CHANGES TO THE THIS PRIVACY POLICY

We may update this Privacy Policy at any time. Please review it frequently.

CONTACT INFORMATION

If you have any questions about this policy or our privacy practices, please contact our office at 979-583-7010.