

Privacy Policy:

April 2025

OVERVIEW:

Encore Cabinets & Millwork (“we”, “us”, or “our”) works hard at earning your trust and a big part is being transparent in what we do with your data. This privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you receive text message from us. By agreeing to our text messaging, you consent to the practices described in this policy.

We get verbal consent for conversational text messaging and messaging will vary depending on job and need for communication. Please note that data rates may apply.

HOW WE COLLECT DATA:

We collect data about you a couple of different ways:

- **Directly from you.** When you contact us to purchase our products. We will collect your information that may include verbal consent to text messaging.

INFORMATION WE COLLECT:

- **Names:** We collect your first and last name, business name if applicable, to set up accounts in our accounting program.
- **Phone Number:** We collect your phone numbers for communication. This can include mobile numbers to ensure communication via text messages.
- **Addresses:** We collect address for billing purposes and for delivery purposes.

SHARING YOUR INFORMATION:

Mobile opt-in, SMS consent or phone numbers for the purpose of SMS are not being shared with any third parties or affiliate company for marketing purposes

We do not sell, trade, or otherwise transfer your personal information to outside parties without your consent, except in the following cases:

- **Service Providers:** We may share your information with third-party service providers who assist us in operating our website or providing services.
- **Legal Requirements:** We may disclose your information if required by law or in response to a legal request (e.g., court order)."

SMS TERMS AND CONDITIONS

1- SMS Consent Communication:

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

2- Types of SMS Communications:

If you have consented to receive text messages from Encore Cabinets and Millwork, you may receive messages related to the following:

- Conversational SMS
- Follow-up messages

Example: *"The homeowner is out of town till next Tuesday. Maybe we can meet at the house in Duvall in next few weeks? Thank you, Encore Cabinets & Millwork (Reply STOP to opt-out of SMS messaging;*

3- Message Frequency:

Message frequency may vary depending on the type of communication. For example, you may receive up to 20 SMS messages per week related to your inquiries.

4- Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

5- Opt-In Method:

You may opt-in to receive SMS messages from Encore Cabinets and Millwork in the following ways:

- By providing verbal consent when we ask you Do you agree to receive Conversations (external) text messages from Encore Cabinets and Millwork. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary.

Visit <https://www.encorecabinetsinc.com/privacy> and <https://www.encorecabinetsinc.com/SMS>

6- Opt-Out Method:

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

7- Help:

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at 425-259-0100 or info@encorecabinetsinc.com or www.encorecabinetsinc.com/contact

8- Standard Messaging Disclosures:

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our www.encorecabinetsinc.com/privacy and www.encorecabinetsinc.com/sms pages.
- Message frequency may vary

CONTACT US:

- **If you have any questions, concerns or requests regarding your personal information contact:**
 - **Encore Cabinets & Millwork**
2115 39th Street
Everett, WA 98201
info@encorecabinetsinc.com
425-259-0100

Your continued use of our text messaging service constitutes acceptance of our Privacy Policy and Terms of Service and any updates or changes to the said policies.

This Policy and Terms of Service are effective as of the date indicated above and applies to all text messaging from Encore Cabinets & Millwork as of the date indicated above.