



GREEN CLIMBER OF NORTH AMERICA INC. & SUBSIDIARIES (RAYMO USA) MOBILE MESSAGING USAGE TERMS AND CONDITIONS

Last updated: Nov. 13.2024

Green Climber of North America, Inc. ("Green Climber N.A. / Raymo USA", "we", or "us") operates a mobile messaging program that is subject to the following Mobile Messaging Terms and Conditions. The Program's purpose is to provide additional avenues to share information for: troubleshooting, delivery, sales coordination and scheduling. Our collection and use of ANY personal information obtained is also subject to our Privacy Policy, as listed below. By enrolling, signing up, or otherwise agreeing to participate in the Program, you accept and agree to these Mobile Messaging Terms and our Privacy Policy.

- 1. Program Details:** Green Climber of North America, Inc. or its subsidiary, Raymo USA may send mobile messages in various formats through the Program. Troubleshooting or Transactional messages relate to an existing or ongoing transaction and may include order notifications, updates, appointment reminders, and other transaction-related information. Mobile messages may be sent by any of the Green Climber of North America, Inc. or its subsidiary, Raymo USA staff. Message frequency will vary dependent on the subject but shall not persist past solution. You agree that we, our affiliates, may send you messages regarding the foregoing topics or any topic and that such messages and/or calls may be made or placed using different telephone numbers or short codes. We do not charge for mobile messages sent through the Program, but you are responsible for any message and data rates imposed by your mobile provider, as standard data and message rates may apply for short message service and multimedia message alerts.
- 2. User Opt-In:** By providing your mobile phone number to us, or texting the phone number provided by Green Climber of North America, Inc. or its subsidiary, Raymo USA staff, you are voluntarily opting in to the Program and you agree to receive recurring mobile messages from us at the mobile phone number associated with your opt-in, even if such number is registered on any state or federal "Do Not Call" list. You agree that any mobile phone number you provide to us is a valid mobile phone number of which you are the owner or authorized user. If you change your mobile phone number or are no longer the owner or authorized user of the mobile phone number, you agree to promptly notify us at info@greenclimberna.com. Your participation in the Program does not require that you make any purchase from us and your participation in the Program is completely voluntary.
- 3. User Opt-Out and Support:** You may opt-out of the Program at any time. If you wish to opt-out of the Program and stop receiving mobile messages from us, or you no longer agree to these Mobile Messaging Terms, reply **STOP, QUIT, CANCEL, OPT-OUT**, and/or **UNSUBSCRIBE** to the mobile number the message is sent from. You may continue to receive text messages for a short period while we process your request and you may receive a one-time opt-out confirmation message. You understand and agree that the foregoing is the only reasonable method of opting out. If you want to join the Program again, just sign up as you did the first time, and we will start sending messages to you again. For support, reply **HELP** to any mobile message from us.

Our mobile messaging platform may not recognize requests that modify the foregoing commands, and you agree that we and our service providers will not be liable for failing to honor requests that do not comply with the requirements in these Mobile Messaging Terms. We may also change the telephone number or short code we use to operate the Program and we will notify you of any such change. You acknowledge that any requests sent to a telephone number or short code that has been changed may not be received by us and we will not be responsible for failing to honor a request sent to a telephone number or short code that has been changed.



4. **Disclaimer of Warranty and Liability:** The Program is offered on an “as-is” basis and may not be available in all areas, at all times, or on all mobile providers. You agree that neither we nor our service providers will be liable for any failed, delayed, or misdirected delivery of any mobile message or information sent through the Program.
5. **Modifications:** We may modify or cancel the Program or any of its features at any time, with or without notice. To the extent permitted by applicable law, we may also modify these Mobile Messaging Terms at any time. Any such modification will take effect when it is posted to our website. You agree to review these Mobile Messaging Terms periodically to ensure that you are aware of any modifications. Your continued participation in the Program will constitute your acceptance of those modifications.
6. **This Program is for effective INFORMATIONAL purposes only.** We do not sell, share or re-distribute information from this Program. It is not available to the public. It is not available to people outside of Green Climber of North America, Inc. or its subsidiary, Raymo USA. Your phone number and associated information is classified and will only be used by departments associated with your inquiry.