

Austin Rent Way — SMS Terms of Service

Effective Date: 7/21/26 to 7/21/27

1. Program Description

By providing your mobile phone number and opting in, you agree to receive text messages (SMS/MMS) from Austin Rent Way ("we," "us," "our") related to:

- Order and rental confirmations
- Delivery, pickup, and appointment scheduling/reminders
- Payment reminders and billing notifications
- Customer service and account support
- Promotional offers and updates (only if you opt in to marketing messages)

2. Opt-In

You may opt in to receive SMS messages from Austin Rent Way by:

- Providing your mobile number and consent through our website, in-store/on-site form, over the phone, or during a rental transaction
- Texting a designated keyword "START" to our business number
- Checking a consent box during checkout or account setup

By opting in, you consent to receive automated and/or manually sent text messages from Austin Rent Way at the mobile number provided. Consent to receive SMS messages is not a condition of any purchase or rental.

3. Message Frequency

Message frequency varies based on your rental activity and account status (e.g., you may receive more messages around delivery/pickup dates). Estimated frequency: up to 2 messages per month.

4. Message and Data Rates

Message and data rates may apply, depending on your mobile carrier and plan. Austin Rent Way is not responsible for any charges billed by your wireless carrier.

5. Opt-Out

You can opt out of receiving SMS messages at any time by replying **STOP** to any message you receive from us. After you send "STOP," we will send a confirmation message, and you will no longer receive SMS messages from us unless you opt in again.

You may also contact us directly at 512-326-8181 or arwsoco@austinrentway.com to request removal.

6. Help

For help at any time, reply **HELP** to any message, or contact us at:

- Phone: 512-326-8181
- Email: arwsoco@austinrentway.com
- Website: austinrentway.com

7. Carrier Liability

Carriers are not liable for delayed or undelivered messages. Austin Rent Way does not guarantee the delivery or timeliness of any SMS message.

8. Supported Carriers

This program is compatible with most major U.S. wireless carriers. Carrier coverage is not guaranteed and may vary.

9. Privacy

We respect your privacy. Your mobile number and any information collected through this SMS program will only be used to provide the services described above and will not be shared with third parties for their marketing purposes without your consent. For full details, see our Privacy Policy at:

<https://porcloud-stage.s3.amazonaws.com/fe625947/1270/5b6bfe06acc742cc89f606d0b2810c5f.pdf>

10. Changes to These Terms

Austin Rent Way reserves the right to update or modify these Terms of Service at any time. Changes will be posted on this page with an updated effective date. Continued use of our SMS program after changes are posted constitutes acceptance of the revised terms.

11. Contact Us

Austin Rent Way 4235 S. Congress Ave. Austin Texas 78745 512-326-8181

arwsoco@austinrentway.com austinrentway.com

This SMS Terms of Service is intended to be used alongside a Privacy Policy for A2P 10DLC campaign registration and carrier compliance purposes.