

Terms & Conditions for SMS Marketing

Mobile Messaging Terms and Conditions Last updated: April 10th, 2023

We are Regenerative Biologics and Age Management Institute (“**Company**,” “**we**,” “**us**,” “**our**”) a company registered in Florida, United States at 3730 7th Terrace suite #302a Vero Beach, FL 32960. This company operates a mobile messaging program (the “**Program**”) subject to these Mobile Messaging Terms and Conditions (the “**Mobile Messaging Terms**”). The Program and our collection and use of your personal information is also subject to our Privacy Policy and our terms and conditions. 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

Program Description

We may send promotional and transactional mobile messages in various formats through the Program. Promotional messages advertise and promote our products and services and may include [promotions, specials and other marketing offers] and will only come from (772)230-5259. Transactional messages relate to an existing or ongoing transaction and may include [direct contact with receptionist, order notifications, updates, appointment reminders, appointment changes, and other transaction-related information] and will only come from (772)492-6973. Mobile messages may be sent using an automated technology, including an autodialer, automated system, or automatic telephone dialing system. Message frequency will vary but promotional text messages will not exceed 3 messages per month from (772)230-5259. You agree that we, our affiliates, and any third-party service providers 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 SMS and MMS alerts.

User Opt-In

By providing your mobile phone number to us, 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@rbistemcell.com.

Your participation in the Program is not required to make any purchase from us and your participation in the Program is completely voluntary.

User Opt-Out and Support

Please understand the program description and know that there are separate numbers for promotional messages and transactional messages (ie: texts with the receptionists). Please ensure you are opting out of the correct correspondences please call the office for assistance.

You may opt-out of the Program at any time. If you wish to optout of the **Promotional** messages and stop receiving **Promotional** mobile messages from us, or you no longer agree to these Mobile Messaging Terms, reply STOP, QUIT, CANCEL, OPT-OUT, and/or UNSUBSCRIBE to any mobile message from (772)230-5259.

If you wish to optout of the **Transactional** messages and stop receiving **Transactional** mobile messages from us, or you no longer agree to these Mobile Messaging Terms, reply STOP, QUIT, CANCEL, OPT-OUT, and/or UNSUBSCRIBE to any mobile message from (772)492-6973.

The following is applicable to both promotional and Transactional messages, 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. 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.

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.

Modifications

We may modify or cancel the Terms and Conditions at any time. Please review it frequently.

Text Marketing

By signing up via text, you agree to receive recurring automated promotional and personalized marketing text messages (e.g. cart reminders) from Regenerative Biologics and Age Management Institute at the cell number used when signing up. Reply HELP for help and STOP to cancel. Msg frequency varies. Msg & data rates may apply. These Legal Terms constitute a legally binding agreement made between you, whether personally or on behalf of an entity (“**you**”) and Regenerative Biologics and Age Management Institute, concerning your access to and use of the Services. You agree that by accessing the Services you have read, understood and agreed to be bound by all of these Legal Terms.

UNSUBSCRIBING FROM COMMUNICATIONS

If you wish to unsubscribe from our email or text campaigns, please click on the Unsubscribe link at the bottom of any marketing email sent from us or reply “STOP” to any text campaign. If you opt out of our email marketing and text campaigns, we will still send you messages related to our transactions and relationship with you, such as order confirmations via our land line number (772)492-6973.

If you wish to stop receiving ALL text messages from us, you may call or text the office number at (772)492-6973.

UPDATING YOUR INFORMATION

When you have an account with us, you may review, change, or update your contact information by logging into your account. You may also call or text us directly on our office line. Please be sure to not call the promotional messaging line.

Florida Law: We endeavor to comply with the Florida Telemarketing Act and the Florida Do Not Call Act as applicable to Florida residents. For purposes of compliance, you agree that we may assume that you are a Florida resident if, at the time of opt-in to Program, (1) your shipping address, as provided is located in Florida or (2) the area code for the phone number used to opt-into the Program is a Florida area code. You agree that the requirements of the Florida Telemarketing Act and the Florida Do Not Call Act do not apply to you, and you shall not assert that you are a Florida resident, if you do not meet either of these criteria or, in the alternative, do not affirmatively advise us in writing that you are a Florida resident by sending written notice to us. Insofar as you are a Florida resident, you agree that mobile messages sent by Us in direct response to mobile messages or requests from You (including but are not limited to response to Keywords, opt-in, help or stop requests and shipping notifications) shall not constitute a

“telephonic sales call” or “commercial telephone solicitation phone call” for purposes of Florida Statutes Section 501 (including but not limited to sections 501.059 and 501.616), to the extent the law is otherwise relevant and applicable

You can call or text us at (772)492-6973 during normal business hours, email at info@rbistemcell.com or by mail to 3730 7th Terrace suite #302a Vero Beach, FL 32960. Please understand that only promotional messages will come from (772)230-5259.