CUSTOMER FORM

# TEXT MESSAGE (SMS) CONSENT FORM

Sun West Transmissions and General Auto Repair · 6116 W Northern Ave, Glendale, AZ 85301
623-745-1100 · service@sunwesttransmissions.com · sunwesttransmissionandautorepair.com

Sun West Transmissions and General Auto Repair sends text messages to customers who agree to receive them. Texts are about your own vehicle and repair. Please read this form, check **YES** or **NO**, and sign below.

## WHAT WE TEXT

**Appointment reminders**
The date and time of your drop-off or service appointment.

**Repair status updates**
Progress on your vehicle and when it's ready for pickup.

**Estimates and repair approvals**
Your estimate, and requests to approve work before we start.

**Invoice and payment reminders**
Your invoice, balance due and payment reminders.

## TEXT PROGRAM DETAILS

- Message frequency varies, usually a few messages per repair visit.
- Message and data rates may apply. Check with your wireless provider about your plan.
- Reply **STOP** at any time to opt out. You will get one final confirmation and no more texts. Reply **START** to sign up again.
- Reply **HELP**, or call us at 623-745-1100, for help.
- Agreeing to texts is not required to get service and is not a condition of any purchase.
- Carriers are not liable for delayed or undelivered messages.
- We never share or sell your mobile number or text message consent to third parties or affiliates for marketing purposes.

**Privacy Policy:** sunwesttransmissionandautorepair.com/privacy-policy
**SMS Terms of Service:** sunwesttransmissionandautorepair.com/terms-of-service

CUSTOMER NAME _____ MOBILE NUMBER TO TEXT _____

☐ **YES.** I agree to receive text messages from Sun West Transmissions and General Auto Repair at the mobile number above about my vehicle: appointment reminders, repair status updates, estimates and repair approvals, and invoice and payment reminders. Message frequency varies. Message and data rates may apply. Reply STOP to opt out, HELP for help. I understand that agreeing is not required to get service.

☐ **NO.** Please do not text me.

**Next step:** after you sign, we will send a text to the number above. Reply **YES** to that text to confirm and finish signing up. Return this form at our service counter or email it to service@sunwesttransmissions.com.

CUSTOMER SIGNATURE _____ DATE _____

OFFICE USE ONLY ☐ Consent recorded in customer file ☐ Opted out later (STOP)

RECEIVED BY _____ DATE / TIME _____ RO / ESTIMATE # _____ CONFIRM TEXT SENT _____ REPLIED YES _____