

Terms of Service

Effective Date: Feb 27

These Terms of Service (“Terms”) govern your use of services provided by **Sweetwater Package**, a brand operated by **Shubhyam LLC**.

By using our website or opting into our SMS program, you agree to these Terms.

1. Program Name and Description

The ****Sweetwater Package SMS Program**** provides customers with updates, notifications, and promotional messages related to our products and services.

Message types may include:

- Order confirmations and updates
- Delivery notifications
- Customer service communications
- Promotional offers, new product releases, and special events (if opted in)

2. Opt-In Consent

By providing your phone number and opting in via our website, you consent to receive SMS messages from Sweetwater Package (operated by Shubhyam LLC).

Consent is not a condition of purchase.

3. Opt-Out Instructions

You may opt out of SMS messages at any time by replying:

STOP

Once you opt out, you will no longer receive SMS messages unless you rejoin.

4. Rejoining Instructions

To rejoin the SMS program after opting out:

- Submit your phone number again through our website form and opt in, or
- Follow the opt-in process as instructed on our website

5. Help Instructions

For assistance, reply:

HELP

Or contact us directly:

- Email: snp@sweetwaterpackage.com
- Phone: (770) 476-4480

6. Message Frequency & Fees

Message frequency may vary depending on your interaction with our services.

Message and data rates may apply based on your mobile carrier plan.

7. Carrier Liability Disclaimer

Mobile carriers are not liable for delayed or undelivered messages.

8. Privacy Policy

Your information will be handled in accordance with our Privacy Policy.

Please review it here: [Insert Privacy Policy Link]

9. Compliance with Industry Standards

Our messaging practices comply with applicable industry standards, including **A2P 10DLC regulations**, carrier requirements, and consumer protection guidelines.

10. Legal Compliance

By using our services, you agree to comply with all applicable laws and regulations. You confirm that:

- You are the authorized user of the mobile number provided
- You are at least 18 years old or have permission from a legal guardian

11. Changes to Terms

We may update these Terms at any time. Continued use of our services constitutes acceptance of any updates.

12. Contact Information

Sweetwater Package (Operated by Shubhyam LLC)

3900 Peachtree Industrial Boulevard

Duluth, GA 30096

Email: snp@sweetwaterpackage.com

Phone: (770) 476-4480