



MH Optical Labs SMS Communication Policy

Effective Date: 6/1/2025

1. Purpose of SMS Communication

MH Optical Labs utilizes SMS (text messaging) to enhance customer service by providing:

- **Order and Job Updates:** Notifications about the status of your orders.
- **Account and Service Follow-ups:** Information related to your account and services.
- **Issue Resolution:** Direct communication to address and resolve any concerns.

Note: We do **not** send promotional or marketing messages via SMS unless explicitly requested by the customer.

2. Consent to Receive SMS Messages

By providing your mobile number to MH Optical Labs, you consent to receive SMS messages for the purposes outlined above. Consent can be obtained:

- **Verbally:** During phone conversations or in-person interactions.
- **In Writing:** Through forms or digital communications.

You acknowledge that:

- Message frequency may vary based on your interactions with us.
- Message and data rates may apply, depending on your mobile carrier plan.

3. Opt-Out Instructions

You can opt out of receiving SMS messages at any time by:

- Replying **STOP** to any SMS message received from us.
- Contacting our customer service at [Insert Contact Information].

Upon opting out, you will no longer receive SMS communications from MH Optical Labs unless you provide renewed consent.

4. Privacy and Data Protection

MH Optical Labs is committed to protecting your privacy. We ensure that:

- **No Information Sharing:** Your personal information is not shared with third parties.
 - **Data Security:** We implement appropriate measures to safeguard your data.
 - **Purpose Limitation:** Information collected is used solely for the purposes stated in this policy.
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Contact Us:

For questions or concerns regarding this policy, please contact:

- **Phone:** 201-489-1110
- **Email:** customerservice@mhoptical.com
- **Address:** 128 Leuning st, South Hackensack, NJ 07606