

## Heal Vet Website and SMS Text Message Terms of Service

*Last updated: 05/01/2023*

Please read these Terms of Use ("Terms", "Terms of Use") carefully before using the heal.vet website (the "Service") operated by Heal Veterinary Clinic ("us", "we", or "our").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not be granted or access the Service.

### Website

#### **Web Forms:**

When you submit information to us by filling out one of the forms on our site, or one that we email to you, you must provide us information that is accurate, complete, and up to date at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your active client status at our clinic.

#### **Intellectual Property:**

The Service and its original content, features and functionality are and will remain the exclusive property of Heal Veterinary Clinic and its licensors.

#### **Links To Other Websites:**

Our Service may contain links to third-party websites or services that are not owned or controlled by Heal Veterinary Clinic. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third party websites or services. You further acknowledge and agree that Heal Veterinary Clinic shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such websites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party websites or services that you visit.

## SMS Text Messages

These terms handle all of our SMS campaigns and text messages.

**Description:** We do not use SMS text messages for Campaigns. We use SMS text messages exclusively to respond to incoming texts from our clients, to remind you of appointments that you have booked with us, or to try to reach you to discuss an appointment you have booked with us. We do not send bulk SMS messages, or use SMS for marketing in any way.

**Consent:** When you give us your phone number or send us an SMS text message you consent to receive SMS text messages from us.

**Frequency:** Message frequency varies, but is only times to relate to activity you have initiated with us.

**Pricing:** Message and data rates may apply. Heal Vet does not charge you for this service.

### Stop and Help, and Opt Out messages:

- Reply STOP to cancel and unsubscribe from all future SMS 617-932-5166
- Text HELP to 617-932-5166 for help

Or, you can contact us for Help or Support or to Opt Out with any contact information that we have published on our website, in our Privacy Policy, or the Contact Us information in this notice below

**Carrier Disclaimer:** Carriers are not liable for delayed or undelivered messages.

### For all services:

#### Governing Law

These Terms shall be governed and construed in accordance with the laws of Middlesex, MA without regard to its conflict of law provisions.

#### Disclaimer

Your use of the Service is at your sole risk. The Service is provided on an "AS IS" and "AS AVAILABLE" basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.

## Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time by updating them at the link on our website.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please refrain on using the Service.

## Contact Us

If you have any questions about these Terms, please contact us using the main number and email address posted on our website at [www.heal.vet](http://www.heal.vet) or,

Email at [frontdesk@heal.vet](mailto:frontdesk@heal.vet), or,

via phone at 617-932-5166, or,

Mail to

General Manager

Heal Veterinary Clinic

150 Belmont Street

Watertown, MA 02472