

Pet & Aquatic Warehouse

SMS Terms & Conditions

Effective Date: August 30, 2026

These SMS Terms & Conditions govern text-message communications between Pet & Aquatic Warehouse ("PAW," "we," "us," or "our") and individuals who communicate with PAW by SMS.

1. Program Name and Purpose

Program Name: Pet & Aquatic Warehouse SMS

PAW uses SMS for one-to-one customer service, transactional, and employment-related communications. Messages may include responses to product or livestock availability and pricing questions; requested estimates; updates concerning special orders or special requests; notification that an order or requested item has arrived; employment application or onboarding assistance; and other communications related to an existing inquiry or business interaction.

This SMS program is not intended for mass promotional messaging, text-message advertising blasts, or unsolicited marketing.

2. How SMS Communication Begins

You may receive SMS communications from PAW when you initiate a text conversation with PAW or when you provide your mobile number and request or agree to receive text-message follow-up concerning an existing inquiry, order, special request, application, onboarding process, or other business interaction.

Consent to receive SMS messages is not a condition of purchase.

3. Message Frequency and Charges

Message frequency varies based on the nature and duration of your inquiry or interaction with PAW. Message and data rates may apply to messages sent to you from PAW and to messages you send to PAW. Contact your wireless carrier if you have questions about your text or data plan.

4. Opt-Out Instructions

You may cancel SMS communications at any time by replying STOP. After you send STOP, you may receive a confirmation that you have been unsubscribed. After that confirmation, no further non-essential SMS messages will be sent unless you later initiate a new conversation or otherwise request that SMS communication resume.

5. Help and Customer Support

For help, reply HELP or contact Pet & Aquatic Warehouse directly using the support information below.

Pet & Aquatic Warehouse

Phone: (434) 239-6787

Email: pawadvantage@petaquaticswarehouse.com

Website: petaquaticswarehouse.com

6. Carrier Disclaimer

Wireless carriers are not liable for delayed or undelivered messages.

7. Privacy

PAW's handling of information associated with SMS communications is described in the Pet & Aquatic Warehouse SMS Privacy Policy. The SMS Privacy Policy is available through the footer of our website at petaquaticswarehouse.com.

8. Availability and Delivery

SMS delivery is subject to wireless-network availability, carrier processing, device compatibility, and other factors outside PAW's control. PAW does not guarantee that every message will be delivered or received within a particular period.

9. Changes to These Terms

PAW may update these SMS Terms & Conditions from time to time to reflect changes in our messaging practices, technology, carrier requirements, or applicable law. The current version will be made publicly available through our website.

10. Contact Information

Pet & Aquatic Warehouse

Phone: (434) 239-6787

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