

## **Back to Balance Counseling – SMS Terms & Conditions**

### **1. Program Description**

By opting in to SMS communications from Back to Balance Counseling (“we,” “us,” “our”), you agree to receive text messages related to appointment reminders, scheduling, practice updates, and important client communications from Back to Balance Counseling. Message frequency may vary. For support, reply HELP or email us at [info@backtobalancecounseling.com](mailto:info@backtobalancecounseling.com). You can opt out at any time by replying STOP. For more information, visit <https://backtobalancecounseling.com/wp-content/uploads/2025/06/privacy-policy.pdf>

### **2. Consent**

By providing your mobile number and opting in, you consent to receive SMS messages from us. Consent to receive marketing or reminder messages is not a condition of receiving services.

### **3. Opt-Out**

You can cancel SMS messages at any time. Just text **STOP** to unsubscribe. After you send STOP, you may receive one confirmation message, and then you will no longer receive SMS messages from us.

### **4. Help**

If you are experiencing issues, reply with **HELP** or contact us directly at 773.242.8898 or at [info@backtobalancecounseling.com](mailto:info@backtobalancecounseling.com)

### **5. Message & Data Rates**

Message and data rates may apply. Please check with your mobile carrier for details regarding your text or data plan.

### **6. Supported Carriers**

SMS delivery may not be available on all carriers or in all locations. Carriers are not liable for delayed or undelivered messages.

### **7. Privacy**

We respect your privacy. Your information will not be shared or sold to third parties. Please see our full **Privacy Policy** <https://backtobalancecounseling.com/wp-content/uploads/2025/06/privacy-policy.pdf> for details on how we collect, use, and protect your information.

### **8. Changes to Terms**

We may revise these SMS Terms & Conditions at any time. The updated version will be posted on our website with the “Last Updated” date.

### **9. Contact Us**

If you have questions about these Terms & Conditions, contact us:

Back to Balance Counseling 773.242.8898 or at [info@backtobalancecounseling.com](mailto:info@backtobalancecounseling.com)