

# Zent Family Dentistry

## *SMS / Text Messaging Terms of Service*

Effective Date: October 15, 2026

These SMS/Text Messaging Terms of Service ("Terms") govern text messages sent by Zent Family Dentistry ("Practice," "we," "us," or "our"). By separately opting in to our text-messaging program, you agree to the terms below.

### **1. Program description**

Our text-messaging program may send messages related to your relationship with our dental practice, including appointment reminders and confirmations, scheduling changes, routine-care or recall reminders, responses to your inquiries, office updates, and billing or account-related notices, as applicable. We will send only the categories of messages for which you have provided any consent required by law.

### **2. Consent and enrollment**

You may enroll by entering your mobile number and affirmatively opting in through a website form, patient intake form, electronic form, written authorization, or another enrollment method we make available. Your consent to receive text messages is voluntary and is not a condition of receiving dental care or purchasing services. Consent to SMS is separate from acceptance of any other required terms or forms.

By opting in, you represent that you are the subscriber or customary user of the mobile number provided, or that you are authorized to consent to messages at that number. We may maintain records of your consent and messaging preferences.

### **3. Message frequency and charges**

Message frequency varies based on your appointments, requests, and interactions with our office. You may receive recurring messages. Message and data rates may apply. Your wireless carrier's standard messaging and data charges may apply to messages sent to you and received from you. Check with your carrier for details about your plan.

### **4. Opt-out instructions**

You can opt out of text messages at any time by replying STOP to a message from us. We will process your request promptly and stop sending the applicable messages, except for a confirmation of your opt-out or other communications permitted or required by law. If you are enrolled in more than one distinct messaging program, you may need to opt out of each program separately.

You may also contact our office directly to request that we stop sending text messages. Opting out of texts does not automatically opt you out of other communication channels, such as phone calls or email.

### **5. Help and support**

For assistance, reply HELP to a message from us or contact the Practice using the information below:

- Practice: Zent Family Dentistry
- Phone: (574) 234-4117
- Email: [office@zentfamilydentistry.com](mailto:office@zentfamilydentistry.com)
- Website: <https://www.zentfamilydentistry.com/>

### **6. Delivery disclaimer**

Message delivery depends on your wireless carrier, network availability, device, and other factors outside our control. Delivery is not guaranteed, and carriers are not liable for delayed or undelivered messages. Do not rely on text messages for urgent matters or emergencies. Call emergency services when appropriate.

## **7. Appropriate use and message content**

Please do not use ordinary text messaging to send highly sensitive medical, financial, or other confidential information unless our office specifically directs you to an approved secure method. Text messages may be visible on your device's lock screen or accessible to others with access to your device or account.

## **8. Privacy**

Our collection and use of information related to text messaging are described in our Privacy Policy: <https://www.zentfamilydentistry.com/privacy-policy>. We do not sell mobile numbers or share mobile opt-in data or SMS consent with third parties or affiliates for their own marketing or promotional purposes. Service providers may process information as needed to deliver and support our messaging program, subject to applicable restrictions.

## **9. Changes to these Terms**

We may update these Terms from time to time. We will post the updated version with a revised effective date. Any new or changed use of text messaging that requires consent will be handled in accordance with applicable consent requirements.

## **10. Contact**

Questions about these Terms or our text-messaging program may be directed to Zent Family Dentistry at (574) 234-4117, [office@zentfamilydentistry.com](mailto:office@zentfamilydentistry.com), or 3410 Douglas Rd, South Bend, IN 46635.

Last Updated: October 15, 2026