

KT'S Terms of Service

Last updated: February 2026

Welcome to KT'S. These Terms of Service ("Terms") outline the rules, expectations, and responsibilities that apply when you use our services, including our SMS/text messaging program. By engaging with KT'S, whether through our website, services, or text communications, you agree to these Terms.

1. Program / Brand Name

KT'S ("we," "our," "us") provides residential cleaning and home care services, along with optional SMS/text message communications to support your service experience.

2. Program Description

Our SMS/text messaging program is designed to keep you informed and supported throughout your service experience. Messages may include:

- Appointment reminders and confirmations
- Service updates or schedule changes
- Invoices and billing notifications
- Promotions or special offers
- Customer support communications

By opting in, you agree to receive these types of messages from KT'S.

3. Message & Data Rates Disclosure

Message and data rates may apply. Depending on your mobile carrier and plan, standard messaging and data fees may be charged when you receive or send messages.

4. Message Frequency

Message frequency varies based on your interaction with KT'S. You may receive messages related to upcoming appointments, service updates, or customer support as needed. Promotional messages may be sent periodically.

5. Customer Support Contact Information

If you have questions or need assistance, you can reach KT'S customer support at:

- **Phone:** 727-888-1018
 - **Email:** katie@ktseastlake.com
 - Or reply **HELP** to any KT'S text message for additional support.
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6. Opt-Out Instructions (STOP)

You may opt out of receiving SMS/text messages from KT'S at any time. To unsubscribe, simply reply **STOP** to any message we send. Once you do, you will no longer receive SMS communications unless you opt in again.

7. Privacy Policy

Your privacy matters to us. To understand how we collect, use, and protect your personal information, please review our Privacy Policy:

<https://www.ktseastlake.com/privacypolicy>

8. Public Accessibility Requirement

These Terms of Service are publicly available to meet industry standards and carrier requirements for SMS messaging programs, including those set by The Campaign Registry (TCR).

9. Changes to These Terms

KT'S may update these Terms from time to time to reflect changes in our services or legal requirements. Updates will be posted on this page with a revised "Last updated" date.

10. Acceptance of Terms

By using KT'S services or opting into our SMS/text messaging program, you acknowledge that you have read, understood, and agree to these Terms.

For questions about these Terms, please contact us at katie@ktseastlake.com