TERMS OF SERVICE

════════════════════════════

ACCEPTANCE OF TERMS

By providing your mobile phone number to Neumann's Cigars & More and opting-in to receive SMS messages, you agree to be bound by these Terms of Service. If you do not agree to these terms, do not subscribe to our SMS services.

SERVICE DESCRIPTION

Neumann's Cigars & More offers SMS messaging services to provide:

• Product promotions and special offers on cigars and tobacco products

• New arrival notifications and inventory updates

• Event announcements and store hours updates

• Order confirmations and delivery notifications

• Exclusive member benefits and loyalty program updates

ELIGIBILITY AND AGE REQUIREMENTS

To subscribe to our SMS services, you must:

• Be at least 21 years of age

• Provide a valid mobile phone number

• Have the authority to agree to receive SMS messages on the provided number

• Comply with all applicable local, state, and federal tobacco laws

CONSENT AND SUBSCRIPTION

• Subscription is voluntary and requires explicit opt-in consent

• You may receive up to 5 messages per week, unless otherwise specified

• Message frequency may vary based on promotions and seasonal events

• You can modify your subscription preferences by contacting us directly

• Consent is not required as a condition of purchase

OPT-OUT PROCEDURES

You may opt-out of SMS messages at any time by:

• Texting STOP to our SMS number

• Calling Neumann's Cigars & More directly

• Visiting our store location

• Emailing us at [your email address]

Upon opting out:

• You will receive a confirmation message

• All future SMS messages will cease within 24 hours

• You may still receive transactional messages related to existing orders

MESSAGING COSTS AND CHARGES

• Standard message and data rates apply

• Neumann's Cigars & More is not responsible for carrier charges

• Contact your mobile carrier for information about your messaging plan

• Messages may be delivered via various short codes or phone numbers

PROHIBITED USES

You agree not to:

• Share our SMS content for commercial purposes without permission

• Forward promotional messages that may violate age restrictions

• Use our SMS service to distribute unauthorized content

• Attempt to interfere with or disrupt our messaging systems

• Provide false information during subscription

MESSAGE CONTENT AND ACCURACY

• SMS messages are for informational and promotional purposes

• Product availability and pricing are subject to change

• Promotions may have limited time frames or quantity restrictions

• Neumann's Cigars & More reserves the right to modify or cancel offers

• Messages may contain links to our website for additional information

LIABILITY LIMITATIONS

Neumann's Cigars & More shall not be liable for:

• Delayed or failed message delivery due to carrier issues

• Charges incurred from your mobile carrier

• Any damages resulting from SMS content or delivery

• Technical malfunctions or system downtime

• Unauthorized access to your mobile device

INDEMNIFICATION

You agree to indemnify and hold Neumann's Cigars & More harmless from any claims, damages, or expenses arising from:

• Your violation of these terms

• Your misuse of our SMS services

• False information provided during subscription

• Any illegal activity related to our SMS communications

MODIFICATIONS TO TERMS

Neumann's Cigars & More reserves the right to modify these terms at any time:

• Changes will be communicated via SMS to active subscribers

• Continued subscription after notification constitutes acceptance

• Material changes will require new opt-in consent

• You may opt-out if you disagree with modifications

TERMINATION

Neumann's Cigars & More may terminate SMS services:

• For violation of these terms

• If your mobile number becomes invalid

• For technical or business reasons

• As required by law or regulation

GOVERNING LAW

These terms are governed by the laws of [Your State], without regard to conflict of law provisions. Any disputes shall be resolved in the courts of [Your County], [Your State].

CONTACT INFORMATION

For questions about this Privacy Policy & Terms of Service or to exercise your rights:

Neumann's Cigars & More

[Your Address]

[Your Phone Number]

[Your Email Address]

SMS Support:

• To opt-out: Text STOP to [Your SMS Number]

• For help: Text HELP to [Your SMS Number]

COMPLIANCE

This policy and terms comply with:

• Telephone Consumer Protection Act (TCPA)

• CAN-SPAM Act

• Federal Trade Commission guidelines

• FDA Tobacco Regulations

• State tobacco advertising regulations

• CTIA Messaging Principles and Best Practices

Last Updated: 8/25/2025

DISCLAIMER

This privacy policy and terms template is provided for informational purposes. Neumann's Cigars & More should consult with legal counsel to ensure compliance with all applicable federal, state, and local laws regarding SMS marketing and tobacco retail regulations.