Text Message Terms and Conditions

Times Produce Inc. · 1700 Bay Street, Los Angeles, CA 90021 · (323) 261-6677 · orders@timesproduce.com
Effective date: November 23, 2026

These Terms and Conditions apply to text messages (SMS) from Times Produce Inc. ("Times Produce", "we", "us", "our"). By confirming that you want to receive our text messages, you agree to these Terms.

By opting in to SMS from **Times Produce Inc.**, you agree to receive **customer care messages, account notification messages, two-factor authentication messages, promotional discounts, limited-time specials, advertisements (our daily price list), and delivery notification messages**.

Promotional messages include promotional discounts (specials and discounted prices), limited-time specials on items with limited supply, and advertisements of our products and prices (the daily price list).

Message and data rates may apply.

- **Program name:** Times Produce Price Sheet & Orders, sent from (323) 261-6677.
- **Message frequency:** Message frequency varies. Promotional price list messages: one each business day, Monday to Friday (about 20 to 23 messages per month). Order, delivery and customer care messages are in addition and depend on your orders and questions.
- **Rates:** Message and data rates may apply.
- **Help:** Reply HELP for help. You can also call (323) 261-6677 or email orders@timesproduce.com.
- **Opt out:** Reply STOP to cancel at any time.
- **Consent:** Consent to receive text messages is not a condition of purchase.

Promotional messages

Our promotional (marketing) messages contain only: the daily price list (our current prices for fruits and vegetables, with a link to view the price sheet and order); specials and discounted prices on selected items; and new, seasonal and limited-availability products. We do not send promotions for other companies.

1. Program description

Times Produce is a wholesale produce distributor. Our text message program is for the buyers of our business customers and for our own employees. By opting in, you agree to receive only the following types of messages:

- **Marketing (promotional messages):** a link to that day's price sheet and ordering page, sometimes with specials and promotional prices, once each business day, Monday to Friday (about 20 to 23 per month). Sent only to customer contacts who confirmed by replying YES (see section 2).
- **Account notifications:** confirmations of orders you placed and questions about an order.
- **Delivery notifications:** updates about the delivery of your order, such as a changed delivery time.
- **Customer care:** replies from our office or your salesperson to questions you send us.
- **Two-factor authentication:** one-time sign-in codes for our employees using our app (for example, "Your Times Produce login code is 123456. It expires in 10 minutes."). Employees receive only sign-in codes unless they also sign up as a customer contact.

We do not send any other types of text messages.

For customers who ask for it, messages may include a translation (for example Japanese) below the English text. Translations are drafted with software and reviewed by our staff. If the two differ, the English text applies.

2. How to sign up

1. Ask your salesperson or our office ((323) 261-6677) to send you our daily price sheet by text, by phone, in person or in writing. We record your request.
2. We send one welcome text to your mobile number that explains the program and asks you to confirm.
3. **Reply YES to confirm.** We start sending price sheet messages only after you confirm in writing, by replying YES or by signing our written sign-up form. A spoken "yes" to our staff is not enough for price sheet messages.

Or sign up online at https://timesproduce.com/sms-signup: enter your name, company and mobile number and select "Yes" to agree to receive our text messages. Nothing is selected for you, and you can choose "No". We then send the same welcome text, and price sheet messages start only after you reply YES.

By replying YES or signing the form, you agree to receive recurring automated marketing and informational text messages from Times Produce at that number. **Consent is not a condition of purchase.** You can order from us by phone, fax, email or through your salesperson without signing up.

Order and customer-care messages only. If you give us your mobile number for your orders, or tell our staff that you want order messages by text, we may text you about your orders and reply to your questions at that number, even if you have not signed up for the price sheet. We record when and how you agreed. These messages never include price sheets or promotions.

Only sign up a mobile number that you own or are authorized to use. If you change or give up your number, tell us so we can stop texting it.

3. How to stop (opt out)

You can stop at any time. **Reply STOP** to any message from us. You can also reply END, CANCEL, UNSUBSCRIBE, QUIT, STOP ALL, REVOKE or OPT OUT, or tell us in any other reasonable way (for example by calling (323) 261-6677, emailing orders@timesproduce.com, or telling your salesperson).

STOP stops all texts from us: price sheets, order messages and customer-care replies. After you reply STOP, we will send one message, within five minutes, confirming that you have been unsubscribed, and then no more texts unless you sign up again. Requests made in other ways are processed as soon as practicable, and always within 10 business days. To sign up again, reply JOIN or contact us. If you want to keep order messages but stop price sheets, tell your salesperson or call (323) 261-6677.

4. Message frequency and timing

Price sheet messages are sent once each business day, Monday to Friday, usually in the morning: about 20 to 23 messages per month. Account notifications, delivery notifications and customer-care messages are sent in addition, only when there is activity on your account (for example an order, a delivery or a question you send us), so customers who order often or ask for delivery updates will receive more messages. The number of

messages may change, for example during holidays or when you place more orders. We send price sheet and other marketing messages only between 8:00 AM and 8:00 PM in your local time, and no more than three in any 24 hours.

5. Cost

Message and data rates may apply, according to your mobile plan. We do not charge for our text messages.

6. Carriers and delivery

Supported carriers include the major U.S. wireless carriers. **Mobile carriers are not liable for delayed or undelivered messages.** We send messages as a convenience and do not guarantee that every message will be delivered or delivered on time. Prices and availability may change during the day, and a price sheet in a text message is not a guarantee of price or supply; please confirm with your salesperson when it matters.

7. Privacy

We handle your information as described in our Privacy Policy at https://timesproduce.com/privacy-policy.pdf. **We do not sell, rent or share mobile phone numbers or text message opt-in data and consent with third parties or affiliates for their marketing or promotional purposes.** We share them only with the providers that deliver our messages, and only to deliver them.

8. Changes

We may change these Terms or end the program. We will post the updated Terms with a new effective date, and for material changes we will tell you by text before they take effect. If you keep receiving messages after a change, you accept the updated Terms; you can always reply STOP.

9. Contact

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