A&O Compounding SMS Terms and Conditions

Last Updated: 7/6/26

Please read these SMS Terms and Conditions ("Terms") carefully. By checking the box to opt-in to SMS updates from A&O Compounding ("we," "us," or "our"), you expressly consent to receive non-marketing and administrative text messages from A&O Compounding at the mobile phone number you provided.

Consent to receive text messages is not required to purchase any goods or services from A&O Compounding.

1. Program Description

A&O Compounding utilizes SMS text messaging to send important administrative notifications to our patients. These messages may include, but are not limited to:

- Prescription status updates (e.g., "Your prescription is ready for pickup")
- Refill reminders
- Delivery tracking and shipping notifications
- General pharmacy hours or holiday closures

2. HIPAA, Privacy, and Protected Health Information (PHI)

Standard text messaging (SMS) is not a fully encrypted method of communication. To protect your privacy and comply with the Health Insurance Portability and Accountability Act (HIPAA), **A&O Compounding will not transmit sensitive Protected Health Information (PHI)—such as specific medication names, compounding formulas, or medical conditions—via standard text message.** Messages will be limited to general notifications.

We will never share, trade, or sell your mobile phone number to third parties or affiliates for marketing purposes. For more information on how we protect your personal and health information, including your rights under the California Consumer Privacy Act (CCPA), please review our complete [Link: Privacy Policy / Notice of Privacy Practices].

3. Message Frequency

Message frequency will vary based on your personal prescription volume, refill schedule, and account activity.

4. Cost

A&O Compounding does not charge a fee to participate in our SMS program. However, **standard message and data rates may apply** depending on your mobile carrier and wireless plan. Please consult your mobile service carrier for details regarding your specific messaging plan.

5. How to Opt-Out

You may opt-out of the A&O Compounding SMS program at any time. To cancel your subscription, text the keyword **STOP** to [Insert SMS Shortcode or Pharmacy Phone Number].

After sending **STOP**, you will receive one final confirmation text message acknowledging your opt-out. Following this confirmation, you will no longer receive SMS messages from us unless you explicitly opt back into the program.

6. Customer Support

If you are experiencing issues with the messaging program or require assistance, text the keyword **HELP** to [Insert SMS Shortcode or Pharmacy Phone Number].

You can also reach our pharmacy team directly during regular business hours:

- **Phone:** (831) 769-0458
- **Email:** customersupport@aocompoundingrx.com
- **Address:** 536 Abbott St, Salinas, CA 93901

7. Supported Carriers

Supported carriers may include, but are not limited to: AT&T, T-Mobile®, Verizon Wireless, Sprint, Boost, U.S. Cellular®, and MetroPCS. Please note that mobile carriers are not liable for delayed or undelivered messages.

8. Changes to Terms

A&O Compounding reserves the right to modify or terminate our SMS program or these Terms at any time. Any changes will be updated on this page. Your continued participation in the SMS program following any changes constitutes your acceptance of the revised Terms.