COMMUNICATION POLICY

EMAIL, SMS/TEXT, TELEPHONE & CUSTOMER COMMUNICATIONS

Effective Date: October 6, 2026

This Communication Policy explains how ODL Grills communicates with customers and prospective customers by email, SMS/text message, telephone, website messaging, and similar channels. Marketing communications are separate from transactional communications and are subject to applicable consent and opt-out rights.

1. Transactional and Service Communications

When you place an order, request service, submit a warranty claim, contact customer support, create an account, or otherwise initiate a transaction, ODL Grills may send communications reasonably necessary to complete or support that interaction. These may include order confirmations, receipts, shipping and delivery notices, backorder or delay notices, return/refund updates, warranty communications, product-registration messages, service scheduling, account-security messages, recalls, and safety notices.

Transactional communications are not sent for the primary purpose of advertising. Opting out of marketing does not prevent ODL Grills from sending communications reasonably necessary to complete a transaction, respond to your request, or provide legally required safety or service information.

2. Marketing Email

ODL Grills may send promotional email when permitted by law. Marketing email will identify ODL Grills as the sender and provide a functioning method to unsubscribe. You may opt out by using the unsubscribe link in a marketing email or by contacting info@odlgrills.com. An unsubscribe request does not affect transactional or relationship communications.

3. SMS/Text Message Program

If ODL Grills offers SMS or text-message marketing, enrollment is voluntary. Consent to receive marketing text messages is not a condition of purchasing ODL Grills products or services. Message frequency may vary. Message and data rates may apply depending on your mobile plan.

By affirmatively enrolling in an ODL Grills text program, you authorize ODL Grills and service providers acting on its behalf to send messages to the mobile number you provide, using technology permitted by applicable law. Where prior express written consent is required for marketing robotexts, ODL Grills will seek that consent before sending such messages.

Text Message Opt-Out

You may revoke consent to marketing text messages at any time. Reply STOP to a marketing text, or use another reasonable opt-out method communicated by ODL Grills. Words such as STOP, QUIT, END, CANCEL, UNSUBSCRIBE, REVOKE, or OPT OUT will be treated as an opt-out request when received and technically capable of being processed. ODL Grills may send one final message confirming the opt-out. After opt-out, you may still receive non-marketing messages that you separately requested or that are reasonably necessary for an active transaction, to the extent permitted by law.

Help

For help with an ODL Grills text program, reply HELP where supported or contact info@odlgrills.com.

4. Telephone Calls

ODL Grills may call customers regarding active orders, delivery scheduling, service, warranty claims, account issues, and other requested or transactional matters. Marketing calls, prerecorded calls, or calls made using regulated automated technology will be made only as permitted by applicable law and, where required, with the appropriate consent. You may revoke consent to marketing calls through a reasonable method.

5. Mobile Number and Email Accuracy

You are responsible for providing accurate contact information and promptly updating it when it changes. If a telephone number or email address has been reassigned or is no longer yours, please notify ODL Grills. ODL Grills may suspend

communications when it has reason to believe contact information is invalid, reassigned, or being used without authorization.

6. No Sale of SMS Consent

ODL Grills does not sell or rent a customer's SMS/text-message opt-in consent to third parties for their own independent marketing. ODL Grills may disclose contact information and consent records to service providers that help us operate communications, maintain records, prevent fraud, or comply with law.

7. Social Media, Reviews and Public Communications

Messages or comments posted publicly on social media, review platforms, forums, or other public channels may be visible to others. Do not post payment information, passwords, full account numbers, or other sensitive information in a public message. ODL Grills may move a customer-service conversation to a private channel to protect account or order information.

8. Security and Fraud Awareness

ODL Grills will not ask you to send a password or full payment-card number through an unsolicited email or text message. Be cautious of messages that imitate ODL Grills, demand unusual payment methods, request gift cards, or direct you to suspicious websites. If you are unsure whether a message is legitimate, contact ODL Grills through the contact information published on odlgrills.com.

9. Communication Records

ODL Grills may retain records of customer communications, consent, opt-out requests, delivery confirmations, support interactions, and related metadata as reasonably necessary for customer service, dispute resolution, fraud prevention, legal compliance, and enforcement of our agreements. Handling of personal information is governed by the ODL Grills Privacy Policy.

10. Changes to This Policy

ODL Grills may update this Communication Policy from time to time. The effective date at the top identifies the current version. Changes do not override consent or opt-out rights provided by applicable law.

11. Preorder, Backorder and Gift-Card Communications

ODL Grills may send non-marketing transactional communications necessary to administer preorders, backorders, gift cards, refunds, and store credits. These may include payment confirmations, estimated shipment updates, legally required delay notices, requests for consent to delayed shipment, cancellation confirmations, refund notices, gift-card delivery messages, balance-related service communications, and fraud-prevention notices.

Transactional communications will not be treated as marketing merely because they identify ODL Grills or the product involved. Marketing content will remain subject to applicable consent and opt-out requirements.

Contact ODL Grills

Questions, requests, or notices relating to this policy may be sent to:

ODL Grills
26151 Equity Drive, Daphne, AL 36526
Email: info@odlgrills.com
Website: www.odlgrills.com