

## Privacy Policy

Protecting your private information is our priority. This Statement of Privacy applies to [www.getroyalrefresh.com](http://www.getroyalrefresh.com) and Royal ReFresh and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Royal ReFresh include [www.getroyalrefresh.com](http://www.getroyalrefresh.com). The Royal ReFresh website (the "Site") is a Marketing website. By using the Royal ReFresh website, you consent to the data practices described in this statement.

**COLLECTION OF YOUR PERSONAL INFORMATION** In order to better provide you with products and services offered on our Site, Royal ReFresh may automatically collect personally identifiable information, such as your: - First and Last Name - Associated Company Name and Business Mailing Address - E-mail Address - Phone Number

You may also be required to provide certain personal information to us when you elect to use certain products or services available on the Site. These may include: (a) registering for an account on our Site; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services on our Site. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

**USE OF YOUR PERSONAL INFORMATION** Royal ReFresh collects and uses your personal information to operate its website(s) and deliver the services you have requested.

Royal ReFresh may also use your personally identifiable information to inform you of other products or services available from Royal ReFresh and its affiliates.

**SHARING INFORMATION WITH THIRD PARTIES** Royal ReFresh does not sell, rent or lease its customer lists to third parties.

Royal ReFresh may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is transferred to the third party. Royal ReFresh may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third

parties are prohibited from using your personal information except to provide these services to Royal ReFresh, and they are required to maintain the confidentiality of your information.

Royal ReFresh may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Royal ReFresh or the Site; (b) protect and defend the rights or property of Royal ReFresh; and/or (c) act under exigent circumstances to protect the personal safety of users of Royal ReFresh, or the public.

**TRACKING USER BEHAVIOR** Royal ReFresh may keep track of the pages our users visit within the Site. This is in order to determine what Royal ReFresh services are the most popular based on website traffic and to understand what services are of particular interest to you. This data is used to deliver customized content and advertising within Royal ReFresh to customers whose behavior indicates that they are interested in a particular subject area.

**AUTOMATICALLY COLLECTED INFORMATION** Information about your computer hardware and software may be automatically collected by Royal ReFresh. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Royal ReFresh website.

**USE OF COOKIES** The Royal ReFresh website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Royal ReFresh pages, or register with Royal ReFresh sites or services, a cookie helps Royal ReFresh to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Royal ReFresh website, the information you previously provided can be retrieved, so you can easily use the Royal ReFresh features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you

choose to decline cookies, you may not be able to fully experience the interactive features of the Royal Refresh services or websites you visit.

**LINKS** This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

**SECURITY OF YOUR PERSONAL INFORMATION** Royal ReFresh secures your personal information from unauthorized access, use, or disclosure. Royal ReFresh uses the following methods for this purpose: - SSL Protocol

When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol.

We strive to take appropriate security measures to protect against unauthorized access to or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the Internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through this Site cannot be guaranteed.

**CHILDREN UNDER THIRTEEN** Royal ReFresh does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

**OPT-OUT & UNSUBSCRIBE FROM THIRD PARTY COMMUNICATIONS** We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from third-party partners of Royal ReFresh by contacting us here: - Web page: <https://getroyalrefresh.com> - Email: [Info@getroyalrefresh.com](mailto:Info@getroyalrefresh.com) - Phone: (503) 704-9759

**E-MAIL COMMUNICATIONS** From time to time, Royal ReFresh may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

If you would like to stop receiving marketing or promotional communications via email from Royal ReFresh, you may opt out of such communications by clicking on the UNSUBSCRIBE button or emailing [Info@getroyalrefresh.com](mailto:Info@getroyalrefresh.com) with UNSUBSCRIBE in the subject.

#### Phone Number Privacy Policy:

Use of Information: We use your phone number to send SMS messages regarding your inquiry and customer care related topics

Mobile phone information or opt-in data collected will not be shared, sold, or disclosed to third parties or affiliates for marketing purposes.

#### SMS Opt-In Disclosure:

Royal Refresh: By texting us at 702.550.8126, you consent to receive messages regarding your inquiry, service request, or appointment confirmation. Message frequency may vary. Message and data rates may apply. Reply STOP to unsubscribe. Reply HELP for support. For details, view our [Privacy Policy](#).

#### CONTACT INFORMATION

Royal ReFresh welcomes your questions or comments regarding this Statement of Privacy. If you believe that Royal ReFresh has not adhered to this Statement, please contact Royal ReFresh at:

Royal ReFresh

9905 SW Herman Rd Tualatin, Oregon 97062

Sales

Email Address: [info@getroyalrefresh.com](mailto:info@getroyalrefresh.com)

Sales: (503) 704-9759

Customer Service

Customer Service: (971) 400-1232

[Service@getroyalrefresh.com](mailto:Service@getroyalrefresh.com)

Effective as of Aug 2025