



Privacy Policy

Synthetic Turf Refresh, LLC (“Synthetic Turf Refresh,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide when visiting SyntheticTurfRefresh.com (the “Website”).

This Privacy Policy explains how we collect, use, disclose, and protect information collected through our Website and related services.

By accessing or using our Website, you acknowledge that you have read and understand this Privacy Policy.

1. Information We Collect

We may collect information you voluntarily provide to us, including:

- Name
- Email address
- Phone number
- Property or service address
- Information submitted through contact forms
- Service requests, questions, and project details
- Any other information you choose to provide

We may collect this information when you:

- Request a quote
- Contact us
- Request information about our services
- Communicate with us by phone, email, or online form

2. Automatically Collected Information

When you visit our Website, we may automatically collect certain information, including:

- IP address
- Browser type
- Device type
- Operating system
- Pages visited
- Time spent on pages

- Referring website
- General usage information

This information helps us understand how visitors use our Website and improve our services.

3. Cookies and Tracking Technologies

We may use cookies and similar technologies to improve Website functionality, analyze traffic, and support marketing efforts.

Cookies may be used to:

- Remember preferences
- Understand Website usage
- Improve user experience
- Measure advertising effectiveness

We may use third-party services such as Google Analytics or similar tools to analyze Website traffic and usage.

You may disable cookies through your browser settings. Some Website features may not function properly if cookies are disabled.

4. How We Use Information

We may use collected information to:

- Respond to inquiries
- Provide estimates
- Communicate about requested services
- Schedule services
- Improve our Website and customer experience
- Maintain business records
- Prevent fraud or misuse
- Comply with legal obligations

5. Text and Phone Communications

If you provide your phone number, you consent to receive communications related to your inquiry or requested services.

Messages may include:

- Appointment-related communications
- Service updates

- Customer support responses

Message and data rates may apply depending on your mobile carrier.

You may opt out of text communications by replying with a request to stop or contacting us directly.

6. Sharing of Information

Synthetic Turf Refresh, LLC does not sell your personal information.

We may share information with trusted service providers who assist us with business operations, including:

- Website hosting providers
- Website management services
- Email providers
- Analytics providers
- Marketing providers

These providers may only use information as necessary to provide services on our behalf.

We may also disclose information when required by law or when necessary to protect our rights, safety, or property.

7. Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information.

However, no method of electronic storage or transmission is guaranteed to be completely secure.

8. Data Retention

We retain personal information only as long as reasonably necessary for:

- Providing requested services
- Maintaining business records
- Resolving disputes
- Meeting legal requirements

9. Your Privacy Rights

Depending on your location, you may have rights regarding your personal information, including:

- Requesting access to information we have collected

- Requesting correction of inaccurate information
- Requesting deletion of personal information
- Requesting information about how your data is used

To submit a privacy request, contact:

Synthetic Turf Refresh, LLC

Email: cleanturf@syntheticturfrefresh.com

Phone: 864-784-1191

10. California Privacy Rights

California residents may have additional rights under applicable California privacy laws, including rights related to accessing, deleting, correcting, or limiting certain uses of personal information.

Synthetic Turf Refresh, LLC does not sell personal information.

11. Children's Privacy

Our Website is not directed toward children under 13.

We do not knowingly collect personal information from children.

12. Third-Party Websites

Our Website may contain links to third-party websites.

We are not responsible for the privacy practices, content, or security of third-party websites.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Updates will be posted on this page with a revised effective date.

14. Contact Us

Questions regarding this Privacy Policy may be directed to:

Synthetic Turf Refresh, LLC

cleanturf@syntheticturfrefresh.com

864-784-1191