

SMS Terms & Conditions

1. Program description

Knutson Law, PLLC ("Knutson Law," "we," "us," or "our") uses text messages (SMS/MMS) to communicate with clients and prospective clients regarding our legal services. These messages may include:

- Appointment confirmations, scheduling, and reminders
- Case-related updates and notifications
- Intake and document requests or reminders
- Identity/document verification links
- Limited informational updates about our firm and legal services

We provide immigration law services throughout the United States and criminal defense services in New York, and our SMS communications are limited to matters related to those services. We do not send promotional or marketing text messages without your prior express consent where required by law.

2. How we obtain your mobile number

We may collect your mobile phone number and SMS consent in the following ways:

- Web forms on our website (for example, contact or consultation request forms)
- Paper or electronic intake forms completed in person or remotely
- Marketing campaigns where you provide your number (e.g., landing pages, event sign-ups, QR codes)
- Directly and manually from you during consultations, phone calls, or email exchanges

By providing your mobile number to us through any of these channels, you represent that you are the current subscriber or customary user of that number and that you authorize us to contact you at that number via calls and/or text messages, subject to applicable law and these SMS Terms & Conditions.

3. How you opt in

You consent to receive text messages from Knutson Law when you do any of the following:

- Check a box or otherwise indicate agreement on a web form that states you agree to be contacted by text message;
- Sign or submit an intake form that references text communications or provides notice that we may contact you via SMS;
- Respond to a marketing campaign, advertisement, or landing page that clearly states you are opting in to receive text messages from Knutson Law; or
- Verbally or in writing (including by email or text) ask us to contact you at a mobile number and agree that we may use text messages for that purpose.

Consent to receive text messages is not a condition of hiring Knutson Law or receiving legal services from us. If you prefer not to receive text messages, you may still communicate with us by phone, email, or mail.

4. Message frequency

Message frequency will vary depending on your relationship with us and the nature of your matter. For example:

- During active representation, you may receive multiple messages as needed for appointment reminders, case updates, and time-sensitive requests.
- For marketing or informational campaigns (if you opt in), we will disclose anticipated frequency (for example, “up to X msgs/month”) at the point of opt-in.
- We strive to limit messages to what is reasonably necessary to provide our services and keep you informed.

5. How to opt out

You may opt out of receiving text messages from us at any time by replying to any of our text messages with “STOP.” We will process your request as soon as reasonably practical, and you may receive a final confirmation message. After that, you will no longer receive SMS messages from us at that number unless you later opt in again.

You may also request to stop text messages by contacting our office by phone or email using the contact information below. However, replying “STOP” to a text message is the most efficient way to ensure your opt-out is applied to that mobile number.

6. Help and contact information

If you need help regarding our text message program, you may reply “HELP” to any of our text messages or contact us at:

Knutson Law, PLLC
43 West 43rd Street, Suite 340
New York, NY 10036
Phone: 1 (631) 805-6601
Email: natallia@yanaknutsonlaw.com

7. Costs and mobile carrier terms

Message and data rates may apply to the text messages we send to you and that you send to us, depending on your mobile service plan. You are responsible for any such charges imposed by your wireless carrier.

Text message delivery and availability may be affected by your carrier’s network; we are not responsible for delays or failures in the receipt of any messages.

8. Geographic scope and eligibility

Our SMS program is intended primarily for individuals located in the United States. If you access or receive our messages while outside the United States, you are solely responsible for any additional charges and for complying with all laws in the jurisdiction where you are located.

You must be at least 18 years old or the age of majority in your jurisdiction to consent to receive text messages from us. If you are under the age of majority, you may only receive our text messages with the involvement of a parent or legal guardian.

9. Privacy

Your participation in our SMS program is subject to our Privacy Policy, which explains how we collect, use, disclose, and protect your personal information, including mobile numbers. We encourage you to review our Privacy Policy before opting into SMS communications.

We do not sell or rent your mobile number to unaffiliated third parties for their own marketing purposes. We may share your number with third-party service providers (for example, messaging platforms) solely to send and manage text messages on our behalf, in accordance with our Privacy Policy and applicable law.

10. Acceptable use and restrictions

You agree not to misuse our SMS program or send or encourage any response that is unlawful, fraudulent, harassing, defamatory, obscene, or otherwise inappropriate. We may suspend or terminate your ability to receive text messages from us if we believe your use of the program violates these SMS Terms & Conditions, our general Terms of Use, or applicable law.

We reserve the right to modify or discontinue our SMS program, in whole or in part, at any time without notice, to the extent permitted by law.

11. No legal advice or attorney-client relationship by SMS

Text messages are provided for convenience and basic communications only. Unless and until we enter into a signed written engagement agreement with you, receipt of text messages from Knutson Law does not create an attorney-client relationship.

Text messages may not be secure. You should not use SMS to send highly sensitive, confidential, or privileged information. Time-sensitive or urgent matters should not be communicated solely by text message; you should contact our office directly by phone or another designated method.

12. Changes to these SMS Terms

We may update these SMS Terms & Conditions from time to time. Any changes will be effective when posted on this page with an updated "Last Updated" date. Your continued participation in our SMS program after any changes become effective constitutes your acceptance of the revised terms.