

Terms and Conditions – Exclusive Express Inc

Last updated: 2026-10-16

These terms apply to your use of the exclusive.express website and our phone services, including our automated phone receptionist.

Our services

Exclusive Express Inc provides freight and white-glove delivery services. All services are subject to a written quote, the bill of lading, and the applicable carrier terms. Information on this website or given over the phone is general and is not a binding quote.

Automated phone receptionist

When our office is closed or a call is missed, an automated receptionist may take your message (name, callback number, company, and reason or order number). Taking a message does **not** confirm, book or guarantee any pickup, delivery time or service. A staff member will follow up.

SMS program

- **Program name:** Exclusive Express missed-call staff alerts
- **Description:** After a missed or after-hours call, the caller's message details are texted to Exclusive Express internal staff only, so they can return the call. Recipients are company staff who have consented to receive these alerts. No marketing messages are sent, and callers do not receive texts from this program.
- **Frequency:** Message frequency varies.
- **Rates:** Message and data rates may apply.
- **Opt out / help:** Reply **STOP** to stop receiving messages. Reply **HELP** for help, or call 866-702-5772.
- **Carriers:** Mobile carriers are not liable for delayed or undelivered messages.
- See our Privacy Policy for how we handle information, including mobile numbers.

Changes

We may update these terms from time to time. The date above shows the latest version.

Contact us

Exclusive Express Inc

11447 Beach St, Cerritos, CA 90703

Phone: 866-702-5772

Website: exclusive.express