

Privacy Policy – Exclusive Express Inc

Last updated: 2026-10-16

Exclusive Express Inc ("Exclusive Express," "we," "us") is a freight and white-glove delivery company located at 11447 Beach St, Cerritos, CA 90703. This policy explains how we handle information when you visit exclusive.express or call our office.

Information we collect

When you call us (including when our automated phone receptionist answers a missed or after-hours call), we may collect:

- Your name, phone number and company name
- Order, shipment or delivery details you give us, and the reason for your call
- Call recordings, transcripts and voicemail messages

How we use it

- To return your call and answer your questions
- To quote, schedule and deliver your freight
- To send internal text (SMS) alerts to our own staff about missed calls, so someone can call you back

Text messages (SMS)

- Our SMS program sends **internal alerts to Exclusive Express staff only**. Staff members consent to receive these alerts. We do not send marketing texts to callers or customers.
- Message frequency varies with call volume. Message and data rates may apply.
- Recipients can reply **STOP** to opt out or **HELP** for help at any time.
- Mobile numbers and SMS opt-in/consent information are **not shared with or sold to third parties for marketing or promotional purposes**.

Sharing

We do not sell your information. We share it only:

- With service providers that help us run our business (for example, phone, messaging and AI receptionist vendors), only as needed to provide those services
- With carriers or partners as needed to complete your shipment
- When required by law or to protect our rights

Retention and security

We keep information only as long as we need it for the purposes above or as required by law, and we use reasonable measures to protect it.

Contact us

Exclusive Express Inc

11447 Beach St, Cerritos, CA 90703

Phone: 866-702-5772

Website: exclusive.express