SMS Program 1800CONTACTS

The short code 41800 is used by 1-800 Contacts to promote contact lens sales and services and to provide customer support.

The short code 62020 is used by 1-800 Contacts for PIN-to-login messages.

The short 536737 is used by 1-800 Contacts for developing and testing the short code texting programs and are not in use for customer communications.

How to opt in

You may also consent to participate in the SMS program by 1) updating the settings on your customer account on the 1-800 Contacts website, or 2) signing up on the 1-800 Contacts mobile application. Only customers who affirmatively consent to participate in the SMS program will be subscribed to the program. When you opt in to participate in the SMS program, you agree and consent to receive promotional messages at the phone number you provide, even if your number is on the national or state do-not-call registry. Messages may be delivered or made using any method, including an automated system. Your participation in the SMS program is not a condition of any purchase.

Message and data rates may apply. Message frequency varies. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

How to opt out

To opt out from our SMS program you may text “STOP” to the short code 41800 from your mobile phone. You will be unsubscribed from the text program. You will receive one SMS that confirms you have successfully opted out. After that you will receive no more messages for this program unless you opt in again.

You may also opt out of participation in the SMS program by 1) updating the settings on your customer account on the 1-800 Contacts website, or 2) updating your SMS settings on the 1-800 Contacts mobile application to unsubscribe from the SMS program.

How to get help or support

To get help at any time, you can email us at customercare@1800contacts.com or call us toll free at 1-800-CONTACTS (1-800-266-8228). From your phone you may also text “HELP” or “INFO” to the short code 41800 where you can chat with an agent that will assist you with any order questions. Message frequency depends on the user’s response.

Texting a prescription to the short code 41800 will also connect customers to an agent. Message frequency depends on the user’s response.

Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency varies based on user response. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

Privacy policy

At 1-800 CONTACTS, Inc., “1-800 Contacts” or “we”, we value our customers and respect your privacy. Personal data collected through the short code/SMS program won't be shared, sold, or rented to unaffiliated or affiliated third parties for their own marketing purposes. We collect customer information to be able to process your order and verify your prescription (if necessary and only with your authorization), as well as improve your shopping experience and to communicate with you about our products, services, contests, surveys, and promotions as well as helpful information regarding contact lenses, optical goods, or ocular health. 1-800 Contacts recognizes that it must maintain and use customer information responsibly.

Privacy Policy https://www.1800contacts.com/privacy/notice-of-privacy-practices

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