

1. Website

We have tried to make the information on spectrumspanish.com as accurate as possible. We accept, however, no responsibility for any loss, injury or inconvenience sustained by any person resulting from information on this site.

We may provide internet links to other web sites that are not connected with our organization, for example Quizlet or video channels on YouTube. These are intended as a free information service. Because we have no control over such sites, we cannot be responsible for their availability, and we do not endorse any content, advertising, products, or other materials from such sites. Spectrum Spanish cannot be held responsible or liable, directly or indirectly, for any damage or loss caused by or in connection with use of or reliance on any such content, goods or services available on or through any such site.

Spectrum Spanish makes no warranty that:

- (a) the website will meet your requirements
- (b) the website will be uninterrupted, up-to-date or error-free
- (c) the information that may be obtained from the use of the website will be accurate and/or reliable
- (d) the quality of any services or information purchased or obtained by customers through the website will meet your expectations.

2. Copyright and Trademarks

All the text and information contained in this website is protected by international copyright laws.

3. Privacy Policy

Spectrum Spanish will keep all records of users carefully, and treat them as strictly confidential. No information will be passed on to third parties without prior consent.

4. Enquiries and complaints

All enquiries and/or complaints regarding our services or any information contained in this website should be emailed to info@spectrumspanish.com or addressed in writing to the Spectrum Spanish offices. Complaints should be addressed to the Managing Director, Spectrum Spanish giving full details. All such complaints will be dealt with quickly, courteously and sympathetically.

5. Quality Control & Assurance

Spectrum Spanish assures clients that stringent quality procedures are in place to keep the occasional problems to a minimum:

- ▶ qualifications of all employees are checked before employment commences
- ▶ references of all employees are checked before employment commences
- ▶ random sampling of most Spectrum Spanish's services is carried out by the management
- ▶ where necessary, two or more translators are used to give greater objectivity

6. Translation

SpectrumSpanish makes every endeavour to ensure that translation work is of a very high standard. Where necessary, two or more translators are used for greater objectivity. However, due to the nature of translation work, it is impossible to guarantee that such work is 100% error free.