

# **Spectra Customer Terms and Conditions**

## **1. Introduction**

These Terms and Conditions (“Terms”) govern your use of the Spectra platform and services. By accessing or using Spectra, you agree to comply with these Terms. Please read them carefully before using our platform.

## **2. Eligibility and Account Registration**

### **2.1 Age Requirement**

Spectra connects individuals aged 35 and under with merchants offering quality services at affordable prices. To use Spectra’s platform, you must be 35 years old or younger. Merchants may require proof of age and reserve the right to decline service if you do not meet this requirement.

### **2.2 Account Information**

You agree to provide accurate, current, and complete information during the registration process and to update this information as necessary.

### **2.3 Account Security**

You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. Notify us immediately of any unauthorized access or use of your account.

## **3. Use of Services**

### **3.1 Personal Use**

Spectra’s platform and services are for your personal, non-commercial use and must comply with these Terms and applicable laws.

### **3.2 Prohibited Activities**

You agree not to engage in activities that interfere with or disrupt Spectra’s platform, including hacking, phishing, or transmitting malware. Merchants reserve the right to refuse service to individuals who fail to comply with their established rules and policies.

## **4. Ordering and Discounts**

### 4.1 Discounts

Spectra connects you with merchants offering exclusive discounts. While Spectra strives for accuracy, we do not guarantee the availability or accuracy of discounts.

### 4.2 Order Fulfillment

Orders are processed by the merchants. By placing an order, you agree to abide by the terms and conditions of the respective merchant, including their refund and cancellation policies.

### 4.3 Total Estimated Savings

During checkout, this figure is estimated based on discount savings multiplied by taxes and tips of 15%.

### 4.4 QR Codes

Each QR code is valid for a single use and expires one (1) month after the date of purchase. QR codes are subject to limited availability, with a restricted number allocated per restaurant. All QR code purchases are final and non-refundable.

Discount eligibility is limited to customers under the age of 36. If you are 36 years or older, the participating restaurant reserves the right to deny the discount. QR codes cannot be combined or stacked; only one (1) QR code may be used per transaction. If you go outside a merchant's discount windows listed on Spectra, they may deny the discount.

## **5. Payment**

### 5.1 Fees, Tips, and Taxes

You agree to pay all fees, including taxes and tips, through Spectra's platform. Payment processing is securely managed by Stripe.

### 5.2 Stripe Fees

Stripe transaction fees are applied to all payments and are not absorbed by Spectra. A fee of 1.5% plus \$0.15 per transaction is charged by Stripe.

### 5.3 Payment Discrepancies

If you encounter unauthorized charges or discrepancies, contact Spectra immediately for resolution.

## **6. Refund and Cancellation Policy**

### **6.1 Order Cancellation**

You may cancel an order before the merchant approves. Once approved by the merchant, you may ask them to cancel before preparation begins. Once preparation has started, cancellation may incur a charge up to the full order price.

### **6.2 Refund Requests**

Refunds are processed in accordance with the merchant's refund policy. Contact Spectra support with your order details and reason for the refund request.

### **6.3 Refund Denials**

If a merchant denies your refund request, you will be notified of the reason. Spectra facilitates communication but is not liable for disputes arising from denied refunds.

### **6.4 Customer Liabilities**

Spectra is not responsible for issues related to merchant services, such as quality, delays, or availability.

## **7. Intellectual Property**

All content on Spectra's platform is owned by Spectra or its licensors. Unauthorized reproduction or distribution is prohibited.

## **8. Rewards Points**

### **8.1 Earning Points**

Customers may earn rewards points for purchases made on the platform. These points can be redeemed for benefits as determined by Spectra.

### **8.2 Changes to Rewards**

Spectra reserves the right to modify or terminate the rewards program at its sole discretion.

## **9. Promotional Codes**

Spectra may provide promotional codes subject to specific terms. Codes may be disabled or revoked if misused.

## **10. Limitations of Liability**

### 10.1 Merchant Responsibility

Spectra is a platform connecting customers with merchants and is not liable for merchant errors, delays, or service quality.

### 10.2 Indirect Damages

Spectra shall not be liable for indirect, incidental, or punitive damages arising from your use of the platform.

## **11. Changes to Terms**

Spectra reserves the right to modify these Terms at any time without prior notice. Continued use of the platform constitutes acceptance of the updated Terms.

## **12. Governing Law and Dispute Resolution**

These Terms are governed by the laws of the province of Quebec. Disputes are subject to arbitration in the courts of Quebec.

## **13. Privacy and Data Protection**

Spectra is committed to protecting your privacy. By using the platform, you consent to the collection, use, and disclosure of your personal information in accordance with our Privacy Policy and applicable laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

## **14. Contact Information**

For questions or concerns regarding these Terms, please contact Spectra at:

- Email: [spectratechcorp@gmail.com](mailto:spectratechcorp@gmail.com)

By using Spectra's platform, you acknowledge that you have read, understood, and agree to these Terms and Conditions.