



## **Business Agreement**

### **Copyright in Original Text**

Certified Translation Services accepts an order from the Client based on the understanding that the relationship will be considered private. In all cases, the Client undertakes to hold Certified Translation Services harmless from any claim or infringement of a copyright and (or) translation rights, including any legal action that may arise between individuals as a result of the content of the original text or translation.

### **Fees and Quotations**

A quotation will be given only after a document has been reviewed by Certified Translation Services and will remain valid for acceptance within a period of thirty days from the date on which it was given, after which time it may be subject to revision. Other special expenses incurred in connection with the translation may also be charged in addition to the fee. When delivers requested by a Client involves expenditure, the additional cost shall be charged to the Client unless the reason for the additional cost is attributed to Certified Translation Services.

### **Delivery and Payment**

Any delivery date or dates agreed to between Certified Translation Services and the Client will be binding only after Certified Translation Services has reviewed the document to be translated, and may be subject to amendment in light of any changes made subsequently by the Client. Payment in full should be sent to Certified Translation Services within 30 days from the date on the invoice. For longer assignments Certified Translation Services may request periodic partial payments on terms to be agreed upon by our Client and Certified Translation Services.

### **Copyright in translations**

Where trademarks or copyrights within advertising or promotional material are to be used in translation services for normal business purposes, it is accepted as standard business practice that payment of any usage fee to Certified Translation Services automatically transfers to the Client in perpetuity.

### **Confidentiality and Safe-keeping of the Client's Documents**

Certified Translation Services shall at no time disclose to anyone the information contained in the Client's documents or translations thereof, without the express authorization of our Client. Certified Translation Services will be responsible for the safe keeping of all Client documents or translations (including copies), while the documents are in the possession of Certified Translation Services.

## **Cancellation**

TRANSLATION: If work is approved and then cancelled, our Client shall pay Certified Translation Services either a sum equal to the proportion of the original fee which the completed work exhibits. Also, a further sum may be charged based on any time needed for preparation or research. Any work completed shall be available to the Client after payment has been received.

INTERPRETING: Once an assignment has been approved, the following cancellation charges may be required: Less than 24 hour notice: original approved fee payable in full. More than a 24 hour notice: at the discretion of Certified Translation Services.

## **Complaints and Disputes**

Any complaint in connection with work carried out shall be made by the Client to Certified Translation Services (or vice versa) within 2 weeks of the date of delivery of the translation. If the parties are unable to agree, the client agrees to contact an outside third party arbitrator within a time limit of two months from the date on which the original complaint was made. By the application and acceptance of these Terms of Business, it is implicitly agreed a priori, that the decision of the arbitrators shall be final and binding on both parties. Certified Translation Services does not accept any liability for translations undertaken over the telephone or by fax.