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Getting an Estimate: How do I request an estimate? To request an estimate, simply fill in the form on the [Free Quotes](#) page of our website. If you have your file or document in an electronic format, you can attach it and send it to us for a secure and fast transfer.

What is the turnaround time for receiving an estimate?

We typically have estimates ready for our Client's within 24 hours.

Can I send files electronically?

Yes, documents may be attached to your estimate request found on our [Free Quotes](#) page. You may also attach your files to an email and send everything to: email@certifiedtranslationservices.com.

How do I get my file to you if it is not in an electronic format?

You can fax, email, or mail your document to us for an estimate. Our contact information can be found on our [Contact Us](#) page of our website.

Will someone contact me about my estimate?

Yes, We will be in contact with you within 8 hours of receiving your request. If for some reason we feel we cannot get your quote prepared and in your hands within 8 hours we will contact you and let you know when you can expect to receive it. You will receive a confirmation via email within minutes if you send your file electronically using our form online.

What do I do if I am ready for you to begin translating my file or document?

If you're ready for us to begin, simply sign and date our estimate and fax it to us at 1.803.781.5052. Once we receive your signed estimate, we will begin to translate your documents. Please note: by signing an estimate you agree to have Certified Translation Services provide translation services for you.

Are there any other possible costs that might be incurred?

Costs not included in the original estimate are overnight fees, mailing fees, long distance charges and any changes not previously quoted on.

How do you price?

Pricing is based on a per word count in most cases. The language to be translated into also affects the pricing. Asian and European languages often have a higher price per word. Depending on the target language, your estimate will be detailed so you can see where the bulk of the cost is.

Quality Assurance: Are your translators certified?

When your business needs reliable and accurate language translations we provide you with a translation that is certified and proofread carefully for accuracy. When you need a legal certification, we provide you with documentation that the information translated is accurate and not modified in any way.

What qualifications do your translators have?

Our translators have many years of providing professional translations in their respective fields. We only choose professionals with technical expertise.

Is the translator a native speaker?

Accuracy depends upon using native speakers as translators. Almost all of our translators meet this qualification. For those who are not, we ensure that they are proficient in the target language and use our proofing system to check on all translations for accuracy.

What languages do you translate into and from?

We have translators in all languages and can provide any language you need.

What steps are taken to ensure that my translation is accurate?

To achieve high-end results on a consistent basis, you must have a quality system in place. That is why we have several levels of quality control in place to ensure your translation is proofread for accuracy, understandability and exactly how you want it. Our goal is to provide you with a worry free service.

How do you handle revisions or corrections, if necessary?

Although we strive for perfection on every translation assignment, we too are human and not error free. In the unlikely event that an error occurs, we will correct it immediately at no charge to our Client.

Do you provide translations as electronic files?

Yes, we are equipped with the latest technology to provide you with a "ready to go to print" translation.

Turnaround: What is the turnaround time to translate typically?

That completely depends on the job. Jobs that are of more popular languages and of fewer words typically can be translated in a few days. Large jobs depending on size, may take several weeks to complete. We want to help you make your deadlines.

Our Services: Do you provide interpretation services?

Yes, We have on-staff interpreters and instructors in any language for your business meetings, conference calls or client visits. Fees are based on an hourly rate depending on language.

Do you provide website design and development?

We provide all web services. We can plan your best website strategy and create and manage it for you. We carefully write your website so that when submitted you can rank in the top of the major search engines. To learn more about our website service, please contact us.

Can you translate and do voice-overs for audio or video recordings?

YES! Certified Translation Services can provide this highly skilled and cost effective translation service. Global marketing is becoming more and more essential for your business' survival in our society. Becoming global can be as simple as contacting us. We'll do all the work for you.

What if I want the translation to look exactly like the original?

We provide Desktop Publishing, formatting and typesetting. Whether it's for a product label or website, we will make your translation look exactly how your original is.

Can you handle the printing of my job?

We are a full-service translation company. That means that we can do anything for you. Many of our clients want us to handle printing and mailing their manuals or brochures to their potential clients. Let us save you time and effort getting the entire job done.

What is localization?

Localization means knowing and understanding the special nuances that only native speakers know and understand. This colloquial dialect is necessary when translating or interpreting for business purposes. We can localize any language for you so that your translation is right on target.

What is Desktop Publishing?

Desktop Publishing refers to the arrangement and layout of your project. Once the text is translated, Certified Translation Services can design and arrange your piece to have the look and feel of the original, or create a new or refreshed professional appearance altogether!

What does formatting mean?

Formatting refers to the exact location of the translation between specified margins.

What does typesetting mean?

Typesetting refers to the "type" font and keystroke of every word in your document. Certified Translation Services has over 450 type styles to choose from.

Miscellaneous: Getting underway with the translation after estimate approval.

Our company will not proceed without written estimate approval and a purchase order from our Client. Once written approval is received, your translation job will be immediately assigned to one of our professionals to begin working on it.

Providing certification and documentation of nondisclosure material.

We understand that you may have confidential material that needs to be translated. If your document is of a legal nature, we will be happy to provide you with a letter of certification that the translation did not in any way affect the original meaning intended. Certified Translation Services will sign any client provided confidentiality or nondisclosure agreement.

If I only have a hardcopy of my document, how can I get it to you for a quote?

You may fax your hardcopy to: 1-800-730-2339 or mail files to Certified Translation Services

