

Terms and Conditions

Overall

This document sets out the rules of Updated Words team. Updated Words Team is a team of independent translators, it should not be deemed to be a Company. Anytime a new client contacts a member of the team he/she will be served with a copy of this document. All jobs will be accepted, only after the client agrees to comply with this Document.

Quotes

- 1 The client should provide the translator with the document for quoting. The quote is to be done according to the type of document, size and complexity. The price will be set according to the Price List provided on Updated Words Official Website. The quote should also set the duration of the service.

Quote approvals

- 2 After being served with the quote the client should notify the translator of its approval as well as the acceptance of this Terms and Conditions. That notification must be done in writing and it should mention that both documents are approved by the client. No work will be accepted without the approval of both documents. The approval of this document presumes it was read by the client and Updated Words is not responsible for any misinterpretation or failure to read the document.

Approval of the quote sets delivery date.

- 3 Once an approval is received, the delivery date is set according to the duration of work specified in the quote. Work is set to start the working day after quote approval, or otherwise when agreed by both parties.

Working Day

- 4 The team works Monday to Friday, from 9am to 5pm (local times). Except Public holidays.

Urgent Work

- 5 A client may require urgent work. In that case he/she will incur in a 10% surcharge due to urgency. The working days will be maintained unless agreed otherwise. The translator may waive the surcharge payment if he/she thinks fit.

Extra Hours

- 6 A client may require the translator to work extra hours. If that is agreed between the two parties, the translator will work out of his business hours. A 10% surcharge will be charged in that case. A translator may refuse to work extra hours. A translator may waive the payment of the 10% surcharge if he/she thinks fit.

Delivery Time

- 7 All works will be delivered at the end of the set delivery day. That delivery will be made at 5pm on that same day.

Failure to meet the delivery date

- 8 If a translator is unable to meet delivery date, he/she should notify the client in writing of that delay. The translator should then take 10% of the agreed price, if it's proved that the delay was the translator's responsibility. The client may waive the payment of the 10%.

Changes and alterations

- 9 Once the client approves a quote, he/she is not entitled to make any alterations to the document. If the client needs the original document to be modified in any way, he/she should notify the translator and submit the alterations to be quoted. The new quote should be done according to clause 1 of this document. The new quote will be added to the price set on the original quote. The translator is entitled to set a new delivery time due to alterations proposed.

Certified Translations

- 10 Certified translations must be done according to the legislation of the translator's Country of residence. The client must notify the translator if he/she needs the translation to be certified. The translator must be a Member of NAATI (or successor body) to be capable of certifying translations. If the translator incurs in any payments regarding to the certification of a document he/she should charge the client for that amount after presenting him/her a copy of the receipt.

Internet Disruption

- 11 Updated Words team is not responsible for any delays due to problems regarding to Internet servers and email providers. If a client fails to receive a document due to technical problems on the email providers, the translator is not liable for any compensation.

Payment

- 12 The client should pay the translator in the way agreed with him/her. The translator should send an Invoice to the client and also his/her payment methods. The payment should be made within 7 days after the work is delivered. The client must notify the translator once the payment is done, providing a copy of the transaction details. The failure of payment will incur in a 15% surcharge. For bigger works (books and documents bigger than 150 pages), a 10% Deposit will be required to be paid on the Quote approval. This amount will deducted from the total price for that particular job.

GST/VAT/IVA

- 13 Taxes will be charged any time it is required, according to the translator's country of residence Legal requirements.