

General Terms and Conditions (GTC)

1. Field of application

These General Terms and Conditions (GTC) apply to every translation.

When the customer submits an order he accepts these GTC in full.

2. Delivery and payment

The translator will fix a completion date after having read the text. However, the customer will be required to renegotiate the completion date in the event of exceptional circumstances such as: unforeseen difficulties with the text, customer's change of requirements, the customer did not provide the translator with the agreed resources, illness, and disruptions such as computer failure.

The customer has the right to choose the way and mode of dispatch and will be responsible for the costs.

The terms of payment are 14 days from receipt of the invoice.

3. Responsibility

The translation is executed in accordance with the principles of proper professionalism.

The translator is liable in cases of gross neglect or intent.

The translator does not assume liability for the factual content and completeness of the translated text. She does not accept responsibility for the confidentiality, loss or damage to documents or data transferred between customer and translator whether electronically or otherwise. The same applies to damage caused by viruses. The customer is responsible for checking the files and texts he receives.

4. Correction of translation errors

The translator reserves the right to correct translation errors. The customer is entitled to the removal of possible translation errors. He has to assert a claim 5 days from receipt of the translation.

5. Confidentiality

The translator commits not to disclose any facts of which there is prior knowledge in the context of work for the customer. The co-operation with colleagues who are also obliged to share confidentiality is no violation of the duty to observe secrecy.

6. Technical translation

For technical translations the customer hands over to the translator all relevant information and existing material on technical terminology.

7. Applicable law

The governing law for these terms and possible disputes is German law. The place of venue shall be the court of competent jurisdiction at the translator's domicile.

In the event that one or more of these terms is or becomes invalid, the validity of the other terms is not affected.

8. Proviso to make unilateral changes

The translator reserves the right to make unilateral changes in these GTC and in the website without the obligation to indicate reasons for this.

Last amended: 01.12.2010