



Multi-Languages Corporation

Quality • Care • Prestige

MULTI-LANGUAGES TERMS AND CONDITIONS

These Terms and Conditions constitute a legally binding agreement between the Client and Multi-Languages Corporation. In the event of conflict with any other communication, these terms and conditions shall prevail.

OUTSTANDING QUALITY GUARANTEE

Multi-Languages Corporation is committed to providing its clients with outstanding translation and interpretation services. We do extensive amount of work to ensure that the translations and interpretations that we deliver are of the highest quality. We are so confident in the high quality services we provide, that we offer a unique "High Quality Guarantee". If for any reason, you feel our services have not met our guarantee of high quality, please contact us right away and we will make it right for you.

Translation

- If our translation contains any spelling or grammar errors, they will be fixed at our expense and you will be credited an amount as agreed with the Project Manager. We will not stop until you are 100% satisfied.
- If we miss a delivery deadline by more than 24 hours (exception of postponement arranged ahead of time) you will receive a 10% discount
- In the case of an urgent, rush translation, if we fail to inform you that a translation may not be revised by a second translator and/or proofread, you will not be charged

Interpreting

- If our interpreter is late by over 10 minutes you will receive a 10% discount of the total amount to be billed for the assignment
- If our interpreter violates the Code of Ethics for interpreters as established in the National Standards of Canada (NSGCIS), you will not be charged for the assignment
- If our interpreter failed to provide a high quality interpretation as per the NSGCIS, you will receive a credit to rebook another interpreter

To arrange a credit to your account, you need to request it in writing, indicating your name, organization, the reason of the unsatisfactory experience and the amount due. The complaint must be submitted to us within 30 days the date of purchase. We will conduct an investigation and if we are at fault a credit will be processed to your account.

TRANSLATION

Quality Assurance

To ensure a successful outcome, a translation project requires collaboration and coordination among the members of the translation team. The translation team includes: the project manager, the client, the translator, the reviser, the proofreader, and in certain cases a reviewer and/or an editor. A dedicated Project Manager will be assigned to each client for continuity and consistency within the projects. A full description of our QA process is available upon request.

Services Include:

Translation, editing and revision by a second translator*. One round of evaluation for suggested changes after client's review.

Source Documents

The client should provide a legible, clearly and final version of written documents.

Format

The original format of the document will be kept as much as possible.

Background and Parallel Texts

The client should provide relevant documentation, pertaining to the subject matter, such as: Glossaries, translation memories, terminology databases or previously translated files, to ensure consistency in the terminology applied.

Word Count

Word count is based on the source language using MS Word, TRADOS or AnyCount except when:

- a) The source language has non-Latin characters or the word count done in the target language
- b) No electronic file is available for the source language or the word count done in the target language
- c) Target language is non-Latin and no electronic source available or a manual count will take effect. A mutual agreement on the number of words will be reached with the client.
- d) CAT Tool count (if applicable) agreed with client on a case per case basis
- e) For revision, proofreading or reviewing: The word count is done in the target language.



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INTERPRETATION

Client Review

Our quote includes one round of client's review for suggested changes, if required (to be completed within 6 months of the original order submission). The client ensures the appointment of qualified reviewers (e.g. experts in the subject matter), to work with our translation team. Our translator and/or reviser will use his/hers discretion to accept or decline suggested changes if he/she feels those changes compromise the validity of the translation. In case of disagreement with the translator's version, the client's changes will be implemented, provided the client assumes full responsibility by signing a Waiver of Liability.

Modification or Additions to Source Material

An additional cost will be incurred for modifications or additions to the source material.

Deadlines

The vendor will comply with the delivery deadline provided the client has made the source text and reference material available as agreed.

Localization

Special terms and conditions to be agreed upon a separate agreement on a per project basis.

Other Costs

Revision or additions to work in progress (agreed in advance). Courier costs - with previous agreement from client. Extra fees may apply if document is submitted in non-electronic version. Aboriginal languages are quoted on a per project basis.

Deliverables

The target text is to be delivered in electronic form unless otherwise specified. Hard copies, PDF or special formats are available upon request.

Cancellations

A cancellation fee will be charged according to the amount of work already done by the translators at the time of cancellation.

Related, Background and Parallel Texts

The client should provide as much information as possible about the requested assignment. The information will assist the interpreter to research the subject and familiarize with the case. Any related documentation, previously translated files or glossaries related to the case would be much appreciated.

Cancellations

- **Community Interpretation:** For assignments cancelled with less than 24 business hours of notice (weekends and holidays not included) we reserve the right to charge for the full period of time booked.
- **Sign Language Interpretation:** For assignments cancelled with less than 48 business hours of notice (weekends and holidays not included) we reserve the right to charge for the full period of time booked.
- **Simultaneous Interpretation:** Cancellation for Simultaneous interpreting to be agreed upon on a case per case basis

Other Costs

Travel and or other expenses - with previous agreement from client.



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GENERAL

Confidentiality

All information discussed during an interpretation assignment will remain confidential. Neither party will divulge the information unless required by law. All information submitted as references or for translation purposes shall be strictly confidential. Neither party will divulge the information other than to authorized employees or contractors involved in interpretation or the translation process. Both parties will abide with the Personal Information Protection and Electronic Documents Act (PIPEDA).

Copyright

All data, documentation, information, memories, intellectual property, electronic files or other material produced in relation to this agreement remain the property of Multi-Languages Corporation unless otherwise specified in a written agreement.

Retention of Records

The vendor shall retain all records for a period of one year unless otherwise specified in a written agreement.

Liability

Our liability is limited to the amount billed to our clients. Multi-Languages Corporation carries a multi-million commercial liability and Errors and Omissions Insurance policy.

Settlement of Disputes

All disputes arising should be resolved within a reasonable timeframe, if at all possible within 30 days of the issue being raised.

Termination

Either party may terminate this agreement, without a cause, giving 30 days written notice to the other party.

Payment Terms

Invoices are sent upon completion of the project or on a weekly basis for regular clients. Our payment terms are Net 30 days from invoice date. A late fee may be applied to those invoices paid beyond the 30 days period.

Service Agreement

A Service Agreement is required the first time a client places an order or as agreed between Multi-Languages and the client.

BY SIGNING THIS AGREEMENT, YOU AGREE TO THE TERMS AND CONDITIONS OUTLINED IN THIS DOCUMENT.

VENDOR

Company / Organization: Multi-Languages Corporation

Name: _____

Position: _____

Signature: _____

Date: _____

CLIENT

Company/Organization: _____

Name: _____

Position: _____

Signature: _____

Date: _____

*Some exceptions may apply, as agreed upon in writing.