

TERMS AND CONDITIONS

Payment Terms

Projects \$2000 or less: Full payment is required in advance.

Projects over \$2000: 50% payment is required in advance and the remaining 50% must be paid upon completion before project is delivered.

Government clients: We accept official purchase orders and can invoice upon project completion.

Cancellation: Projects that are \$100 or less are non-refundable. All other projects are subject to an administrative fee of \$100 plus work that has already been done.

Translation Review

wintranslation provides to its clients one free round of translation review. During this review, all translation errors and omissions shall be corrected free of charge and shall be requested by client within thirty (30) days from submission of the original translation. If the client does not request that any corrections be made within the time period specified above, the client shall be deemed to have fully accepted the supplied translation product. If there are special circumstances where the client requires longer review time, **wintranslation** must be notified in writing before project starts (email is acceptable).

Quality Guarantee

We strongly believe that our work will meet or exceed your expectations. However, if for any reason you are not satisfied, we will revise the translation and adapt it to your needs free of charge. The revision will have the highest priority for fast turnaround. If after the revision, you still feel the translation is not up to standards, we will pay for the service of a mutually acceptable third party to do a quality audit. If the audit concludes that we are at fault, we will select, and pay for another translator or translation agency to re-do the work.