

## **Terms and Conditions**

Here you will find the terms and conditions of the services provided by Terra Translations LLC.

### **Rates**

The initial rates agreed upon with the client shall be validated at the start of each new project. Rates may be modified by Terra Translations LLC after they have been approved by the requesting party.

### **Payment Terms**

For regular clients, the payment period shall be assessed in the initial service agreement and can be 30 or 60 days.

In the case of clients that request a one-time project – be it individuals or companies – they may be asked for full or partial payment up front.

### **Refunds**

Clients make payment once the service has been provided, except in cases of one-time projects mentioned above. For this reason, the concept of refund is not applicable in the Terra Translations LLC business model.

In some instances, when there are financial modifications, these shall be established in the initial service agreement.

### **Urgent Translations**

A higher rate may be applied to projects that require a shorter than usual turnaround period and extraordinary measures to ensure their completion.

This additional cost shall be arranged with the client prior to commencing the project in question.

### **Price Quotations**

As a general rule, the cost of our services is based on the number of words in the document in its original language.

Each project shall be quoted according to the services contracted:

- Translation
- Editing
- Proofreading
- Localization
- Copywriting
- Tester
- TM Alignment
- Transcreation
- MT Editing
- DTP
- Voiceover
- Subtitling
- Transcription
- Glossary Creation

Our price quotation process complies with the requirements of section 4.3 of ISO 17100:2015.