

## **TRANSLATION DISCLAIMER**

### **1) Introduction**

Our translation service aims to offer the most accurate translation possible and we rarely experience any issues with completed projects. However, as the translation is carried out by real people there is a possibility for human error to cause the occasional inaccuracy. We therefore require you to accept this disclaimer before confirming any translation orders with us. If you are not willing to accept this disclaimer then unfortunately we will be unable to accept your translation order.

### **2) Disclaimer**

**Translations provided by The Apostille Service are intended to result in the end translated document being understandable in the end language.** Although every effort is made to ensure our translations are accurate we cannot guarantee the translation will be without errors. The quote we provide for our translations is for one translator to translate the source document into the requested language and for the end translation to have a similar layout to the original document to aid understanding. The translator's native language will be the end language you have requested the translation for. The translated document will be proof read by a second person who is not a translator to look for possible missing text and formatting issues and obvious inaccuracies.

When a document is very large we may instruct more than one translator to work on the document to reduce the time it takes to complete the project. These translators will only work on their dedicated sections so will not proof read other sections. This may cause slight variations in terminology between the translators but the end result will be a document that can be understood in the translated language.

We do not guarantee that the end translation will be completely accurate. We do not guarantee that the formatting and layout will be identical to the source document.

Some languages have regional variations or multiple options for alternative words or phrases to be used in place of the original source language. Some languages have multiple ways of spelling a name or word. Any such variations can be corrected but are not considered to be errors.

Text such as signatures cannot be interpreted so will be stated as 'illegible' or similar on the translated document.

Words that are not commonly used such as the names of pharmaceutical products may be difficult to translate.

The translation is supplied to you on the understanding you have accepted this disclaimer and no liability is accepted by us for the use of the translation by you or any other party if the translation is found to contain inaccuracies.

We will not refund the translation fee as a result of inaccuracies but we will rectify inaccuracies when requested within 7 days of delivery as stated in paragraph 3. If a higher level of accuracy is essential to your project please see paragraph 4 as a more appropriate service can be quoted for.

### **3) Correcting errors and altering translations**

The vast majority of our translations are entirely accurate but there are occasions when human errors are made. In the event an error is highlighted to us within 7 days after delivery of the translation we will be happy to make amendments to the original translation as you request. We will then reissue the translation by email. If you prefer the corrected translation is posted to a UK address this can be done free of charge. We can deliver corrected translations outside of the UK but reserve the right to charge a delivery fee for doing this.

### **4) If you require a higher level of accuracy**

If you require a translation to be highly accurate, for example so that it can be submitted as evidence to a court then this can be arranged. This typically requires a translator with expertise in the relevant field. An expert translator will charge higher fees and the document will need to be proof read by another translator with similar expertise and a second fee is payable to this translator. Projects requiring this level of accuracy will take considerably longer to complete. You must notify us if this level of accuracy is required so we can quote accordingly.

### **5) Timescales**

We will provide an estimated completion time when you request a quote. The actual translation process may take longer on some occasions if the translators are working on other projects at the time your order is placed. It is rare for timescales to overrun but we do not guarantee to complete within the estimated timescale.