

**Regulation of InScripto
Translation Agency
applicable from 01.12.2008.**

§ 1 Preliminary provisions

1. InScripto Translation Agency performs its services according to the terms described herein and generally accepted best practices.

1.1 It is therefore assumed, that the Customer who place an order in our Agency fully accepts the provisions of this Regulation.

§ 2 Written translations

2. The standard page format of the plain translation consists of 1600 characters with spaces.

2.1 The standard page format of the certified translation consists of 1125 characters with spaces.

2.2 For plain and specialist translation the number of translation pages is defined to first place after comma.

2.3 For certified translation each started page is regarded as full page.

2.4 In standard mode we translate up to 5 unit pages or 1250 words a day.

2.5 In urgent mode we translate up to 8 unit pages or 2000 words a day.

2.6 The cost of translations delivered in urgent mode is +50% to the basic rate.

2.7 For projects which require more than 8 unit pages of translation or 2000 words a day we charge +100% to the standard rate.

2.8 Translation done swiftly on the same day or for the next day is translated in the super urgent mode i.e. +100% to the basic rate.

2.9 In standard mode we can verify up to 10 unit pages a day. Such verification costs 50% of the basic rate.

2.10 In urgent mode we can verify up to 15 unit pages a day. Such verification costs 100% of the basic rate.

2.11 In super urgent mode we can verify more than 15 unit pages a day. This means you will have to pay +50% to the basic rate.

2.12 Certified translation is delivered to the Customer in one copy. Additional copy is available on 30% additional payment.

2.13 As a rule saving original layout or putting charts and tables is regarded as a standard service offered at no extra charges.

2.14 Orders are accepted by e-mail or fax.

2.15 Before placing an order the Customer may wish to sent a text for free price quotation. However, the amount in a quotation is only an approximate value of the final translation cost.

2.16 Translation is delivered to the Customer in MS Word format.

2.17 Certified translation is delivered by post to the address designated by the Customer in the form of printed copy with seal and signature of the sworn translator.

2.18 In the standard mode translation takes 2 days, without taking into account the day on which the material was accepted for translation, Sundays and bank holidays.

2.19 In the standard mode translation is delivered to the Customer on the day fixed between the Customer and the Agency till 6.00 p.m. This deadline may change after individual negotiation with the Customer.

2.20 Within 48 hours after receiving translation the Customer is obliged to confirm its safe receipt by phone, e-mail or fax. Should no such confirmation be provided, the order is considered to have been delivered and the Customer shall have no right to complain about delay in delivering the translation.

§ 3 Withdrawing an order

3. The Customer who withdraws his order for ongoing translation is obliged to pay for translation work accomplished to that moment.

3.1 The Customer is obliged to present such withdrawal in writing.

§ 4 Complaints

4 Within 7 days from receiving translation the Customer is entitled to make a complaint on the translation. Written specification of errors shall be enclosed to such complaint.

4.1 If such complaint is accepted, InScripto Translation Agency undertakes to have those mistakes corrected at no extra charge.

4.2 The right for complaints is not applicable for translations accomplished in the urgent mode.

§ 5 Payments

5. Following completion of the order InScripto Translation Agency issues an invoice to the Customer.

5.1 The payment is made by transfer to the bank account specified in the invoice.

5.2 The invoice should be paid within 14 days from its issuing.

5.3 For longer date of payment or issuing monthly invoices the Customer shall individually negotiate with the Agency.

5.4 If failing to meet the payment deadline specified in paragraph 5.2 InScripto Translation Agency shall have right to charge interests for payment delay in the amount of 0,5% of translation value a day.

5.5 As the case may be (large-scale projects, individual Customers) InScripto Translation Agency shall have right to request pre-payment before commencing the translation. Its value is fixed individually with each Customer.

§ 6 Copyright

6. Until effective payment for the translation service is made InScripto Translation Agency shall have copyright for translated documents.

6.1 Just after the effective payment for the translation service is made copyright to the translation shall be transferred to the Customer.

§ 7 Confidentiality

7. All information pertaining to the Customer and data contained in documents and reference materials provided to us for translation, which do

not constitute publicly available contents, are kept in privacy and regarded confidential. In no way can any third parties have access to such materials.
7.1 Access to those materials is only provided to freelancers and proofreaders who perform the translation.

§ 8 Liability

8. Liability for any damages arising from the faulty translation delivered by InScripto Translation Agency is limited to the net value (without VAT tax) of the translation.

8.1 InScripto Translation Agency shall bear no responsibility for any mistakes made in translations performed in the urgent mode. Freelancers performing translations in the urgent mode are equally obliged to maintain due diligence and efficiency of translation, however, taking into account work pace the Customer who orders translation in the urgent mode accepts the possibility of potential mistakes. If any complaints shall be made by the Customer, InScripto Translation Agency undertakes to have those mistakes corrected, if it finds it justifiable.

8.2 InScripto Translation Agency shall bear no responsibility for any delays and faults occurring due to reasons being beyond its control, such as force majeure, desktops break-down, failures of Internet and phone connections, or supply failure.

8.3 InScripto Translation Agency shall not be held responsible for any damages to third parties suffered due to translation performed by our Agency. All documents and reference materials sent by the Customer to InScripto Translation Agency shall have clear legal status concerning copyright, so that translation performed by InScripto Translation Agency does not infringe in any respect on the copyright of third parties to those materials. Thereby the Customer is obliged to secure InScripto Translation Agency from any claims from third parties raised due to infringement of their copyright to the materials delivered by the Customer for translation.

§ 9 Final provisions

9. InScripto Translation Agency holds right to change the provisions of this Regulation.

9.1 This Regulation is available on our website, with the day of its applicability.

9.2 The alteration of provisions of this Regulation shall be negotiated individually with the Customer.

9.3 The provisions of the Civil Code and the Act on copyright and related rights of 4th February 1994 (Journal of Law No. 24 position 83 with later amendments) shall be applicable in issues not governed by this Regulation.