

TERMS AND CONDITIONS
FOR TRANSLATION AND INTERPRETING SERVICES

A line price is charged for translations, with a standard line consisting of 55 characters, including spaces. The number of lines in the target language is invoiced to the customer. Parts of a line are rounded up and numbers and text in tables are converted to standard lines.

We can offer binding line prices as shown in the list below. Please note that this is just a guideline. However, any variation from the amount in the written offer will not exceed 10%. The order is deemed to have been placed and the Office City S.A. Terms and Conditions accepted once the signed order confirmation has been received and the documents for translation have been transmitted.

Office City S.A. can handle translations in the languages listed below in all specialist fields (including business, law, engineering, IT, finance, PR, advertising, medicine, pharmaceuticals, environmental technology, etc.) and guarantees to treat your order in the strictest confidence.

LANGUAGES / LINE PRICES (standard line is 55 characters including spaces)

(source and target language German)

| Central/southern Europe | | | Eastern Europe / Balkans | | |
|-------------------------------|-----|------|--------------------------|-----|------|
| English | EUR | 1.50 | Estonian | EUR | 2.40 |
| French | EUR | 1.50 | Latvian | EUR | 2.40 |
| Italian | EUR | 1.50 | Lithuanian | EUR | 2.40 |
| Portuguese | EUR | 1.50 | Russian | EUR | 2.40 |
| Spanish | EUR | 1.50 | Ukrainian | EUR | 2.40 |
| Turkish | EUR | 1.50 | Albanian | EUR | 2.40 |
| Greek | EUR | 1.50 | Bulgarian | EUR | 2.40 |
| | | | Croatian | EUR | 2.40 |
| | | | Macedonian | EUR | 2.40 |
| Northern Europe / Scandinavia | | | Polish | EUR | 2.40 |
| Danish | EUR | 2.40 | Romanian | EUR | 2.40 |
| Finnish | EUR | 2.40 | Serbian | EUR | 2.40 |
| Flemish | EUR | 2.40 | Slovakian | EUR | 2.40 |
| Dutch | EUR | 2.40 | Slovenian | EUR | 2.40 |
| Norwegian | EUR | 2.40 | Czech | EUR | 2.40 |
| Swedish | EUR | 2.40 | Hungarian | EUR | 2.40 |

Middle East

| | | |
|---------------|-----|------|
| Arabic | EUR | 3.40 |
| Hebrew | EUR | 3.40 |
| Persian/Farsi | EUR | 3.40 |

Far East

| | | |
|------------------|-----|------|
| Chinese/Mandarin | EUR | 3.40 |
| Indonesian | EUR | 3.40 |
| Japanese | EUR | 3.40 |
| Korean | EUR | 3.40 |
| Thai | EUR | 3.40 |

Indian subcontinent

| | | |
|-------|-----|------|
| Hindi | EUR | 3.40 |
| Urdu | EUR | 3.40 |

Other language combinations available on request.

Line prices are excluding 15% VAT.

MINIMUM CHARGES:

| | | |
|----------------------------|-----|-------|
| - European languages: | EUR | 50.00 |
| - Asian/African languages: | EUR | 80.00 |

QUANTITY DISCOUNT FOR LARGE ORDERS:

We can offer a quantity discount for longer texts and for regular orders.

TRANSLATIONS OF ADVERTISING COPY:

Translation is not the same as texting!

Please request an individual offer for translations intended for advertising and marketing purposes.

HOURLY RATES FOR TEXT CHECKING:

Linguistic and technical review of translated texts, proofreading:
 hourly rates from EUR 80.00, excluding 7.6% VAT.

For text to be printed, the customer must additionally proofread the galley proof.

CONDITIONS FOR INTERPRETING SERVICES:

We have a team of interpreters who can assist you with simultaneous or consecutive interpreting.

CONSECUTIVES INTERPRETING:

Our standard hourly rates for consecutive interpreting range from EUR 100.00 to EUR 300.00 (+ VAT, excluding travel and subsistence costs), depending on the language combination and the particular topic. A daily fixed rate is also available on request.

SIMULTANEOUS INTERPRETING:

Simultaneous interpreters always work as a team, with interpreters alternating every 45 minutes. An interpreter may work alone if the meeting or discussion does not last more than one hour. For longer periods, however, two interpreters are essential.

Costs can vary considerably because of the different contract terms (venue, language combination, duration). Please ask us for a detailed written quote.

- WE RESERVE THE RIGHT TO MAKE CHANGES

GENERAL PROVISIONS:

- Our rates apply for clearly legible originals.
- No express surcharge applies for translations up to 1,000 words required within 24 hours. An express surcharge of 50% applies to express orders over 1,000 words (required within 24 hours).
- We undertake to meet the agreed delivery deadlines. However, no liability can be assumed for delays in postal delivery, translator illness, *force majeure*, etc.
- On request, translations can be certified by a notary public, by the state chancellery, or by the consulate (notarial certification /apostille). Fees start from EUR 40.
- If the customer requests a change to the deadline for the translation, or wishes to make linguistic or other changes to the order after the initial order has been placed, an hourly charge of EUR 60.00 excluding VAT shall apply to the additional time required for processing and handling.
- The translation can be delivered in whatever format is preferred: as a printout, on a data carrier, by e-mail, or by fax.
- The cost of delivery by courier shall be charged to the customer.
- Terms of payment: payment after transmission of the order, or after the interpreting service. An advance payment of up to 80% is required from private individuals, companies that are not entered in the commercial register, or for large-scale projects.
- We can consider complaints only if they are written on our translation template and are received within 10 days of dispatch of the translation. Claims exceeding the invoice amount are hereby expressly excluded. Compensation in kind will be made in justifiable cases. Further demands, even for late delivery, are excluded.
- A handling or processing fee of EUR 50.00 per hour shall apply to unjustified customer complaints about the invoice.
- OFFICE CITY assumes no liability for loss or damage to original documents under any circumstances. We recommend that the customer make backup copies of original documents.
- OFFICE CITY and its freelance employees confirm that they are aware of, and have been reminded of, the legal consequences of intentional or grossly negligent incorrect translations. OFFICE CITY and its freelance staff translate into the particular language to the best of their knowledge and judgement, exercising all due care and attention. Furthermore, they undertake to observe absolute secrecy and discretion in relation to orders.
- The exclusive place of jurisdiction is Luxembourg. Legally relevant declarations must be in writing to be valid.
- We reserve the right to amend the above prices.
- Prices shown exclude 15% VAT.