001 TRANSLATIONS

Terms and Conditions

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01 Provider and Acceptance

001 Translations is a trading name of METARGEM & PARTNERS LTD, a company registered in Seychelles under number 176539, with its registered office at Suite Number 2, Olivier Maradan Building, Olivier Maradan Street, Victoria, Mahé, Seychelles.

For all correspondence:

> CONTACT US
>
> **001 Translations – METARGEM & PARTNERS LTD**
>
> **Correspondence address:** 105 Eade Road, OCC Building A, 2nd Floor, Unit 11A, London, N4 1TJ, United Kingdom
>
> **Email:** contact@001-translations.com

These Terms and Conditions apply to all orders placed through 001-translations.co.uk or with our team. Confirming an order and making payment constitute acceptance of these Terms, without prejudice to any mandatory consumer rights. The accepted quote and the order confirmation specify the agreed service.

02 Estimates, Quotes and Orders

An estimate is a price indication given before the requirements have been fully confirmed; it is neither a final quote nor a commitment. A quote specifies the documents, languages, services, price, delivery time and selected options. The client checks these details before confirming the order.

Online prices are based on the information and files supplied. If these prove incomplete or inaccurate, in particular where a page contains more than 300 words, highly technical terminology or a complex layout, a revised price or delivery time is offered to the client. No additional charge is made without the client's agreement.

Unless the quote states otherwise, the service covers text that can be processed with standard tools. Text embedded in images, screenshots, content requiring specialist software, and layout or post-editing work may require an additional quote.

03 Certified, Official and Sworn Translations

The client provides legible documents and, where necessary, the spelling of proper names in the target language, particularly for handwritten documents or documents written in another alphabet. Work may be suspended, and the delivery time extended accordingly, until this information is received.

001 Translations selects a qualified translator according to the language pair and the nature of the service. If an authority requires a translator registered with a specific court or body, the client must state this before ordering. Depending on the formality, original documents or certified copies may need to be presented or sent.

Before ordering, the client states the destination country and receiving body, and any required formalities (legalisation, apostille, signature authentication). These formalities are subject to an agreed price and delivery time. Acceptance of a translation is governed by each authority's own rules; 001 Translations is responsible for the commitments it has expressly undertaken.

001 Translations may refuse to process a manifestly falsified document or an unlawful request. The client remains responsible for the authenticity of the documents provided. If the authenticity of a document is in doubt, 001 Translations may suspend the order and hold the payment until its authenticity has been established.

04 Prices and Payment

Prices are stated in the quote or during the online order. Card payments are processed securely by our payment provider, Stripe.

Individual clients: full payment is required when ordering.

Business clients and public bodies: payment on order is the standard rule. Deferred payment may be granted for orders of at least £500, against a valid purchase order and with the prior approval of 001 Translations. Invoices are then payable within thirty (30) days of the invoice date. Reaching this threshold does not in itself give a right to deferred payment.

Late payment incurs the late payment interest and fixed recovery costs provided for by applicable law or stated on the invoice.

Administrative payment mandates and public invoicing platforms are not accepted. A public body may order only using an accepted payment method, including payment on order.

Applicable taxes, including VAT or sales tax where relevant, are determined by the service, the client's status and the place of taxation.

05 Start of Work, Cancellation and Refunds

Work begins as soon as possible after the order is confirmed and payment is received, provided the necessary documents and information are available.

Any cancellation request must be sent in writing to pms@001-translations.com.

- **If work has not started:** 80% of the amount paid is refunded; 20% is retained as an administration fee.

- **If work has started:** no refund is due.

These rules apply without prejudice to any mandatory consumer rights or to the client's rights in the event of non-performance or defective performance of the service.

06 Delivery Times

Delivery times are calculated in business days of the country where the order is placed, from 9 am to 6 pm local time, excluding weekends and public holidays. They run from receipt of legible documents, complete instructions and payment or an accepted purchase order.

Urgent delivery times must be confirmed before ordering. Postal and administrative timeframes partly depend on third parties.

07 Delivery

Depending on the options selected, the translation is delivered electronically and/or by post, at the charges stated when ordering. The client is responsible for providing an accurate delivery address; a change of address or reshipment requested by the client may be charged.

Once an item has been handed to the carrier, its delivery is the carrier's responsibility. If an item is lost or not delivered for reasons not attributable to the client, 001 Translations reviews the situation and, where appropriate, sends it again. We recommend not sending irreplaceable originals unless their necessity has been confirmed.

Download links remain active for six (6) months from delivery. File retention is described in our Privacy Policy.

08 Checking and Corrections

The client checks the translation upon receipt, particularly proper names, dates and numbers.

Any error attributable to 001 Translations that is reported in writing within thirty (30) days of delivery, identifying the passages concerned, is corrected free of charge. Changes to the source document, changes of preference and additional services are not corrections and may be charged with the client's prior agreement.

09 Complaints

Complaints must be sent in writing to pms@001-translations.com, with the order reference and any information needed to review them. Depending on the case, a complaint may result in a correction, re-performance of the service, a full or partial refund, or a reasoned refusal.

10 Confidentiality

Documents entrusted to us are handled confidentially. They are shared only with the translators, revisers, certifiers, notaries and providers involved in fulfilling the order, and only to the extent strictly necessary. The processing of personal data is described in our Privacy Policy.

11 Liability and Force Majeure

001 Translations uses appropriate means to perform its services properly. It is not liable in cases of force majeure or acts of third parties, nor for the client's use of the translation or the decision of a receiving authority. These limitations do not apply to liability that cannot be excluded by law.

12 Student Discount

A 10% discount is available to students for school or university documents, upon presentation of proof of student status and on request before the order is confirmed. It cannot be applied retroactively.

13 Governing Law and Disputes

These Terms are governed by the laws of Seychelles. In the event of a dispute, the client should first contact contact@001-translations.com to seek an amicable solution. Failing that, the courts of Seychelles have jurisdiction. Consumers retain the benefit of the mandatory provisions of the law of their country of residence and the right to bring proceedings before the courts designated by that law.

14 Changes to These Terms

001 Translations may amend these Terms. The applicable version is the one in force on the date of the order.