

Terms and Conditions for Writing and Translation Services

Project Initiation and Completion

1. We must receive 50% of the total cost to start your project. When the funds have been deposited, simply send an e-mail confirming the deposit to info@languagethinktank.com. The projected delivery time will start upon receipt of that e-mail, given that it's received before 4pm, Monday through Friday.
2. Prior to the completion date, we'll send you an unedited part of your project. You should deposit the final payment between then and the completion date. Once we receive your e-mail confirming the deposit, we'll send your project as soon as it's ready!
3. In the case of certified translations, you may submit the original paperwork to be translated instead of making the initial deposit. Payment must be made in full before the certified translation is delivered.

Payments

4. We accept bank transfers, cash, and credit cards (through Paypal).

Certified Translations

5. Certified translations will be delivered as one printed original. These translations will be stamped, signed, and sealed by the Official Translator.
6. An extra charge of \$1 USD per printed side will apply if you'd like more than one certified translation.

Deliveries

7. Documents can be delivered by e-mail, regular mail, fax, or courier. It's your choice!
8. An extra charge will apply if you'd like your documents delivered by courier, such as DHL, FedEx, UPS, or another similar delivery service. No extra charge will apply to send your documents with the United States Postal Service, which takes a few days more.

Rush Jobs

9. An extra charge will apply for rush jobs. This extra payment will not make us work harder or faster. However, it will make us arrange for an extra team member to work on your project. Let us know when you need your project finished and we'll give you a reasonable offer.

Confidentiality

10. We'll never disclose in any way (verbal or written) the document content that you've trusted us with. Confidentiality agreements are available upon request.
11. Both parties have the right to include the other as a reference for marketing purposes. This is limited to company name, logo, and contact information. Personal information will not be used.

Thanks for choosing us!