

SERVICE REQUEST TERMS AND CONDITIONS

TRANSLATION

FCI – The Language Experts will provide the client with document translation or transcription services for the specified languages.

Unless otherwise specified, translations **will**:

- be localized to US English, for translation requests from a foreign language to English
- be delivered electronically

Unless otherwise specified, translations **will not**:

- include a certification statement
- include notarization of signatures
- include conversion of currencies
- deviate from the source content
- include externally linked content

Translation Standards:

- I. The translated document will include or reference everything (e.g., text, images, graphs, charts) from the source document; it will be a complete, true, and accurate translation of the original in terms of both content and tone.
- II. Seals and stamps will be translated and designated as such.
- III. Signatures, initials, logos, or watermarks will be designated as such.
- IV. Illegible and cut-off text will be designated as such.
- V. Dates:
 - a. For translation requests from foreign languages to English, all dates will be represented in US standard format.
 - b. For translation requests from English into foreign languages, all dates will be represented in the applicable foreign country's standard format.
- VI. Fiscal and monetary amounts:
 - a. For translation requests from foreign languages into English, all fiscal and monetary amounts will be represented in US standard format.
 - b. For translation requests from English into foreign languages, all fiscal and monetary amounts will be represented in the applicable foreign country's standard format.
- VII. Proper nouns:
 - a. For languages written in the Latin alphabet, all company proper names, product names, and addresses will remain in the original language.
 - b. For non-Latin alphabets, the compatible transliteration will be added. Preferred spellings that are provided upon intake will be utilized in the translation when deemed accurate to the source document by our linguistic professionals.

- VIII. Acronyms:
 - a. For translation from foreign languages to English, all foreign acronyms will receive bilingual treatment.
 - b. For translation from English into foreign languages, English acronyms will receive bilingual treatment.
- IX. Translator’s notes might be added for comprehension purposes.
- X. The final output will be an exact copy of source document, so FCI – The Language Experts will not add, remove, or alter any data, nor implement any corrections to the output that do not reflect the source.

INTERPRETATION

FCI – The Language Experts will provide the client with interpretation services for the specified languages.

Interpretation Standards:

- I. The interpretation will be completed according to the type indicated:
 - a. **Consecutive Interpretation**: the interpreter hears several sentences or a complete thought, and the speaker stops in order to allow the interpreter to translate the message(s) into the other language before continuing; conversation ebbs back and forth between speakers
 - b. **Simultaneous Interpretation**: the speaker talks continuously, and the interpreter translates the speech simultaneously; depending on the length of the job, multiple interpreters working in tandem may be necessary
- II. The interpreter will arrive 10 minutes prior to the designated start time.
- III. Minimum charges apply, with additional time added in increments—30 minutes for in-person and 15 minutes for remote.
- IV. If a request is cancelled after booking with less than 24 hours’ notice of the start time, a cancellation fee at a rate comparable to the interpreter’s time reserved for the work will apply.