

Interpretation and Translation Services Agreement

Heartland Linguistics

This Agreement is entered into as of the date of signing by and between **Heartland Linguistics**, a Kansas-based company specializing in interpretation and translation services (hereinafter referred to as “Company”), and **[Institution/Client Name]** (hereinafter referred to as “Client”).

1. Scope of Services

The Company agrees to provide professional language services to the Client, including but not limited to:

1. **On-Site Interpretation** – Real-time oral interpretation services at a designated location.
2. **Remote Interpretation** – Interpretation services via phone or video conferencing platforms.
3. **Document Translation** – Translation of written documents, including but not limited to legal, medical, academic, and personal records (e.g., birth certificates, marriage contracts, diplomas, legal forms, etc.).
4. **Video Transcription and Translation** – Transcribing spoken content from videos and, where requested, translating the transcribed text into the target language.
5. **Proofreading and Editing** – Reviewing and refining written texts to ensure grammatical accuracy, clarity, and adherence to cultural and linguistic standards.
6. **Linguistic Consultation** – Providing expert advice on language use, cultural nuances, and localization strategies for businesses, legal entities, and individuals.
7. **Notary Services** – Offering notarization of agreed-upon documents, available at an additional charge.
8. **Immigration Document Assistance** – Providing guidance and support in completing immigration-related forms, including but not limited to green card applications, citizenship applications, and work authorization requests.
9. **Other Services** – Additional specialized language or document-related services may be provided upon mutual agreement.

2. Rates and Payment Terms

The Client agrees to pay the Company for services rendered at the rates agreed upon. For document translations, pricing may be based on word count, page count, or document complexity. Payment is due upon receipt of invoice, unless otherwise agreed.

3. Cancellation Policy

- For **interpretation services**, cancellations made with less than twenty-four (24) hours’ notice will incur a minimum charge equivalent to two (2) hours of service at the agreed-upon rate.
- For **translation services**, cancellation after work has begun will incur a fee based on the percentage of the project completed at the time of cancellation.

4. Late Payment Fees

Payments not received by the agreed-upon due date are subject to a **1.5% monthly late fee** on the outstanding balance until payment is made in full.

5. Interpreter and Translator Responsibilities

All professionals provided by the Company agree to:

- Accurately and impartially convey messages or translate documents without altering the original meaning.
- Uphold confidentiality and professional ethics.
- Maintain punctuality, preparedness, and cultural sensitivity in all services provided.
- Deliver translations in the agreed-upon format and by the stated deadline.

6. Availability of Services

In cases where the Company is fully booked, the Client acknowledges that they may need to seek alternative providers. The Company will not be liable for any inconvenience caused by unavailability but may offer referrals if requested.

7. Invoicing

Each job or project will be invoiced separately and will include itemized details such as type of service, duration or word count, and any applicable fees. The Client agrees to process payments in a timely manner as per the invoice terms.

8. Confidentiality

The Company agrees to keep all Client information, documents, and communications confidential during and after the term of this Agreement. This obligation includes the content of interpreted conversations and all translated documents.

9. Indemnification

The Client agrees to indemnify and hold the Company harmless against any claims, damages, or losses arising from the use of interpretation or translation services, except where such issues result from gross negligence or willful misconduct by the Company.

10. Term and Termination

This Agreement will remain in effect from the date of signing and may be terminated by either party with **30 days' written notice**. All completed services and applicable cancellation fees remain payable upon termination.

11. Dispute Resolution

Any disputes arising under this Agreement will first be addressed through **mediation**.

12. Governing Law

This Agreement shall be governed by the laws of the **State of Kansas**.

13. Amendments and Updates

This Agreement may be updated by the Company at any time. Clients will be notified of any changes, and updated terms will be documented in a new contract. Unless otherwise stated, this Agreement will **automatically renew on an annual basis**.

14. Miscellaneous

- All amendments must be in writing and signed by both parties.
- This document represents the **entire agreement** between the parties and supersedes any prior understanding, written or verbal.

15. Signatures

For the Company (Heartland Linguistics):

Name: *Saya Ahmed*

Title: *Owner / Managing Director*

Date: _____

Signature: _____

Address: 15439 Glenwood Ave, Overland Park, KS 66223

Email: heartlandlinguistics@gmail.com

Mobile: (816) 255-4787

Office: (816) 715-3550

For the Client:

Name: _____

Title: _____

Date: _____

Signature: _____

Address: _____

Mobile: _____

Office: _____