

## **General Terms and Conditions for Translation Services**

These General Terms and Conditions (hereinafter referred to as "GTC") govern the contractual relationship between translator Pavla Hampton (hereinafter referred to as "Contractor") and the client ordering translation services (hereinafter referred to as "Client").

### **I. Subject Matter of Performance**

1. The Contractor undertakes to provide the Client with translation services to the extent and quality specified in the order.
2. The subject matter of performance is, in particular, the translation of texts from Czech into English and vice versa, or other language services as agreed.
3. The subject matter of performance is specified in the order, which forms an integral part of this contract.

### **II. Order and conclusion of the contract**

1. The contract between the Contractor and the Client is concluded on the basis of a written order (including electronic form by e-mail or via the order form) and its confirmation by the Contractor.
2. The order must contain:
  - a. Precise specification of the translation (scope, target language, subject matter, purpose, etc.).
  - b. Delivery date (deadline)
  - c. Required form of delivery (e.g., by email, post, in person)
  - d. Other requirements of the Client (e.g., terminology, graphic design, translation verification)
3. The Contractor is entitled to refuse an order if it is unable to fulfill it to the required extent, quality, or deadline. The Contractor is entitled to engage a consultant to assess the technical terminology, but only with the consent of the Client, who shall bear the costs of the consultant's remuneration.

### **III. Price and payment terms**

1. The price for non-certified translations is determined based on the Contractor's price list, which is available on the website.
2. The price for sworn translations is determined by Decree 507/2020 Coll. The translator is entitled to a fee of CZK 550 for each standard page of translated text.
3. The price may be increased by up to 50% for urgent work, work on weekends, or highly specialized text, poor legibility of the source document; or reduced by up to 50% for repetitive or similar pages of text. Furthermore, the translator is entitled to reimbursement for expenses incurred in connection with the translation (e.g. postage cost, personal delivery to the client, photocopying) as stipulated by law.
4. The price may be determined per standard page, per word, per hour of work, or as a flat rate.
5. The contractor is entitled to request an advance payment for the translation.
6. The invoice is payable within 14 days of the date of issue.
7. In the event of late payment, the Client is obliged to pay a contractual penalty of 0.5% of the amount due for each day of delay.
8. The Contractor reserves the right to suspend further performance in the event of an unpaid invoice.

### **IV. Delivery date**

1. The Contractor undertakes to deliver the translation by the agreed date specified in the order.
2. In the event of a delay in delivery for reasons attributable to the Contractor, the Client is entitled to a discount on the price of the translation.
3. The Contractor shall not be liable for delays in delivery caused by force majeure (e.g., natural disasters, strikes, prolonged power or internet outages)

#### **V. Complaints**

1. The Client has the right to complain about a poor-quality translation.
2. Complaints must be submitted in writing without undue delay and no later than three (3) working days after the translation is received.
3. Complaints must include a description of the defects along with any supporting evidence.
4. The Contractor is obliged to correct errors in the translation immediately and deliver the corrected version to the Client at its own expense. as soon as possible.