**Private Clients**

**Do you translate official documents?**  
Yes, we translate a wide range of documents—including official papers like birth certificates, passports, immigration records, and more.

**How long does it take to translate a document?**  
The turnaround time depends on the document’s length. Generally, you can expect your translation within a few working days. If you have an urgent request, please let us know—we do offer expedited services.

**What is the process for translating documents?**  
Our process involves several steps:

1. An experienced translator reviews the original text to fully understand its meaning and context before translating it into the target language while preserving its original style.
2. Once the translation is complete, a qualified proofreader (who is also a certified translator) reviews the document for accuracy, grammar, punctuation, and overall quality.

This two-step approach ensures every translation meets our high standards.

**Can you notarise translated documents?**  
We cannot notarise translations since notarisation must be performed by an authorised notary who verifies signatures and identities. However, we do provide certified translations. A certified translation is signed and dated by a qualified translator and includes their credentials or membership number, assuring you of its accuracy.

**Will the certified or sworn translation made by ABC Languages be accepted by the authority or court?**  
In most cases, yes. However, acceptance depends on the jurisdiction and specific requirements of the authority or court. It’s best to check with the relevant institution before submission.

**How do you calculate prices?**  
Our pricing depends on several factors:

* **Language requirements**
* **Project complexity**
* **Deadline urgency**

Each project is handled by both a translator and a proofreader, ensuring the highest quality.

**Do all languages cost the same?**  
No, translation fees vary by language. Less commonly spoken languages may be more expensive than those that are more widely used. Contact us with your language and document details, and we’ll provide a tailored quote.

**Do you provide face-to-face interpretation services?**  
Yes, we do! Whether you need support during a medical appointment, school meeting, or court hearing, our interpreters are here to help. We also offer remote interpretation via video or telephone.

**Commercial Clients**

**How can I book an interpreter?**  
You can book an interpreter by emailing us at supplier@abclang.co.uk or info@abclang.co.uk, or by calling 01205 310 004. We’re happy to assist!

**What is your privacy policy? How can I be sure my files will be treated confidentially?**  
Our strict confidentiality policy ensures that all files are securely handled. Every linguist signs a confidentiality agreement, and we’re open to signing an additional non-disclosure agreement if required. With ISO9001 Quality Management accreditation and robust data protection measures, only authorised personnel have access to client files.

**Do you offer discounts?**  
Yes, we offer discounts for certain organisations. Additionally, our Client Referral Programme rewards you with a £100 voucher. Discounts also apply to multilingual projects, Chambers of Commerce, and Business Partners.

**What is your cancellation policy?**

* If you cancel or reschedule an interpreting job with less than 72 hours but more than 48 hours’ notice, you’ll be charged 50% of the quoted fee (within seven days).
* Cancellations made with less than 48 hours’ notice will incur the full quoted fee.

Please ensure cancellations are submitted in writing to info@abclang.co.uk. Note that if you cancel a translation midway, the full price will still apply.

**What are the qualifications of your linguists?**  
Our linguists hold degrees in languages or belong to recognised linguistic bodies (such as CIOL, NRPSI, ITI, etc.). We only work with professionals who are fluent in the target language and have expertise in their specific fields.

**What are your payment terms for new clients?**  
New clients are required to pay a 50% deposit before we begin work on their project.

**What types of translations do you offer?**  
We provide both standard and certified translations. Our expertise covers technical documents, user manuals, medical records, court orders, and more. We can even translate your business website. Feel free to get in touch for more details!

**Which languages do you cover?**  
We offer translation services in over 200 languages.

**Where are you based/operating?**  
ABC Languages operates both nationally and internationally, with offices throughout the UK and abroad.

**What is your complaints procedure?**  
If you’re unhappy with our service, please contact us directly with your detailed concerns. We are committed to resolving any issues as promptly as possible.

**Do you have any cyber safety procedures?**  
Yes, cybersecurity is a top priority for us. ABC Languages holds the UK Government Cyber Essentials certification. All staff receive annual training and adhere to our strict Cyber Security and GDPR policies to ensure your data remains safe.

**Is ABC Languages happy to sign an additional NDA?**  
Absolutely! Please send us your NDA, and we’ll review, sign, and return it promptly.

**How can I receive my translations?**  
Depending on your preference, we can send your translations via email or post.

**Do you handle voice overs or subtitle translations?**  
Yes, we offer both voice-over and subtitle translation services.

**Do you handle transcriptions?**  
Yes, we do! Our transcription services are available in over 200 languages. We can also transcribe content in one language and translate it into another if needed.

For more information, visit our website: [abclang.co.uk](https://abclang.co.uk).