



**Terms and Conditions of providing language services
by Wordlink Usługi Językowe Sp. z o.o.**

1. Definitions

1.1 Working Day – shall mean every weekday, except for Saturdays, Sundays and public holidays.

1.2. Unit of Account - (i) in case of standard (non-certified) translation services, editing and proofreading, shall mean a page of text (1600 characters with spaces), (ii) in case of certified translations, shall mean a legally defined page of text (1125 characters with spaces), (iii) in case of audiovisual services, shall mean an act (10 minutes of a piece of work/recording), (iv) in the case of standard interpretation services, shall mean a block, i.e. 4 hours of an interpreter's work, (v) in case of certified interpretation services it shall mean one hour of an interpreter's work.

1.3. Client - shall mean a natural person, organisational or legal entity using services provided by Wordlink

1.4. Wordlink – shall mean Wordlink Usługi Językowe Sp. z o.o., a language services company, with its registered seat at Rondo Daszyńskiego 1, 13th floor, 00-843 in Warsaw, Tax Identification Number (NIP): 527-278-66-84, REGON: 142677698.

2. General provisions

2.1. These Terms and Conditions shall regulate the commercial relations between Wordlink and the client regarding the services performed by Wordlink.

2.2. Wordlink shall perform the language services consisting of standard and certified interpreting and written translation, audiovisual services, and the like, as well as editing and proofreading and other language services, in accordance with these Terms and Conditions.

2.3. Wordlink shall be obliged to perform each and every language service professionally and in accordance with generally accepted good business practice.

2.4. Wordlink posts an updated list of services on its website (www.wordlink.pl). The order is subject to prices as of the day of its placement and specified by Wordlink in the quote prepared for and accepted by the client.

2.5. Wordlink shall perform its services on working days from 9 am to 5 pm, unless the individual agreements with the client state otherwise.

3. Terms and conditions of performing standard and certified written translation and proofreading

3.1. For both standard and certified translation services and proofreading, the minimum unit of account, as outlined in section 1.2 above, is one. The final settlement with the client shall be made on the basis of a number of units of account in translation prepared by Wordlink.

3.2. For translation and proofreading, Wordlink shall provide services in two modes: regular and express.

3.3. If, as a result of the individual agreements with the client, the order is performed:

- a) on a day other than a Working Day, the final charge for written translation and proofreading shall be increased by 100%.;
- b) for the same Working Day on which it has been accepted for realisation, notwithstanding the number of Units of Account, the prices due for express mode shall apply;
- c) from an original document of low quality (a manuscript, an unreadable copy), the price for translation and proofreading shall be increased by 20%; from an original document in an uneditable format (e.g. Flash, PDF file, graphic file), the price for translation and proofreading shall be increased by 20%;

3.4. The client agrees to send Wordlink the documents for translation in a format that Wordlink has agreed upon (via email, on a CD, or on paper).

3.5. Wordlink reserves the right to change the due date of a translation if the client fails to provide files or documents on time, subject to prior agreement with the client.

3.6. Wordlink commits to delivering the translated/proofread document to the client on time, in a format mutually agreed upon (via email, on a CD, or on paper).

3.7. At the client's request, Wordlink will send materials on a CD or as a printed copy via Poczta Polska or a courier. Wordlink's standard service includes sending a parcel with a data carrier or a printed copy of the translation on the day after the client-established deadline. The parcel shall be urgently sent via Poczta Polska or the courier at the client's expense.

4. Payments

4.1. After completing the order, the client is required to settle the payment for the realized order using a VAT invoice from Wordlink. Standard payment term for invoices issued by Wordlink is 14 days (in words: fourteen days). The client must settle the payment through a bank transfer to the specified account within the invoice's specified term.

4.2. The translation shall remain the sole property of Wordlink until the client has made the due payment. Upon settlement of the payment, the client will obtain all economic rights associated with the translation's copyrights.

5. Final provisions

5.1. The client has the right to file a complaint about the translation that Wordlink performed. Within 7 business days of Wordlink's translation delivery date, the client must file a written complaint. A complaint shall be accompanied with a written list and/or explanation of errors and mistakes in the translation delivered by Wordlink. Wordlink shall be obliged to revise and correct the suggested issues free of charge.

5.2. Wordlink will treat all documents and additional materials entrusted to it by the client, including press articles, Internet publications, widely known legal acts, and the like, as confidential and will not disclose them to any third party.



**Terms and conditions of providing non-certified interpretation services by
Wordlink Usługi Językowe Sp. z o.o.**

1. Definitions

1.1 **'Working Day'** – shall mean every weekday, except for Saturdays, Sundays and public holidays.

1.2. **'Unit of Account'** - in the case of non-certified interpretation services, shall mean a block, i.e. 4 hours of an interpreter's work.

1.3. **'Client'**- a natural person, organisational or legal entity using services provided by Wordlink Usługi Językowe Sp z o.o.

1.4. **'Wordlink'** – shall mean Wordlink Usługi Językowe Spółka z ograniczoną odpowiedzialnością, a language services company, with its registered seat at Rondo Daszyńskiego 1, 13th floor, 00-843 in Warsaw, Tax Identification Number (NIP): 527-278-66-84.

1.5. **'Order'** - an order placed by the Client regarding provision of services by Wordlink Usługi Językowe Sp z o.o.

2. General provisions

2.1. These Terms and Conditions shall regulate the commercial relations between Wordlink and the Client with regards to the services performed by Wordlink.

2.2. Wordlink shall provide non-certified interpretation services and equipment for simultaneous interpretation and technical support.

2.3. Wordlink shall be entitled to perform each and every language service professionally and in accordance with generally accepted good business practice.

3. Terms and conditions of performing non-certified interpretation services

3.1 In the case of non-certified interpretation services, a minimum unit of account, as defined in 1.4. (iv) above, shall be one block. In the case of certified interpretation services, a minimum Unit of Account, as defined in 1.4. (v) above, shall be two hours. The final settlement with the client shall be made on the basis of a number of units of account in the interpretation service provided by Wordlink.

3.2 The work time of the interpreter shall be counted from the hour at which her/his services have been ordered to the end of the order, subject to the agreements between Wordlink and the client. The work time of the interpreter shall include all breaks (eg. lunch break, coffee breaks, breaks in the meetings, etc.) In the event the order lasts longer than originally planned and the interpreter agrees to work overtime, the prices provided in the agreement shall apply.

3.3 In the case the client shall not use services of the interpreter on the site when the order is performed, the client shall be obliged to pay the total amount of the agreed remuneration due for the service.

3.4 If the client resigns from the commissioned service within 48 hours of the service's performance, they will be required to pay the full amount due.

3.5 If the client resigns from the commissioned service within 72 hours of the service's scheduled performance, they must pay 50% of the outstanding amount for the commissioned service.

3.6 If the client decides to reschedule the order performance date within 48 hours of the original service date, they must pay 50% of the outstanding amount for the commissioned service, unless Wordlink's actions prevent them from performing the service on the new date.

3.7 If the interpretation service shall be performed in a location outside the interpreter's place of residence, the Client shall cover the costs of his/her travel accommodation, as well as meals, and in the case of international business trips also the daily allowance; the foregoing does not apply to commuting costs when the service is performed in Warsaw.

3.8 If the interpreter has to travel to or from the place of service on a day other than the day of service, Wordlink can charge the client more for accommodation and the time of the travel will be subject to extra charges, which will be agreed upon by both Wordlink and the client. This does not apply to travel and accommodation costs when the service is performed in Warsaw.

3.9 If Wordlink performs the interpretation service on a non-working day or during the night, specifically from 20:00 pm to 6:00 am, Wordlink and the client must agree on the cost each time.

3.10 When interpreting, the client must supply Wordlink with any necessary materials for the proper execution of the service. Wordlink has the right to refuse to perform the commission if the said materials have not been timely delivered.

3.11 Should the interpreters arranged to perform the service fail to appear in the designated location of the order performance on the agreed time, or they shall arrive 30 minutes or more late, the client shall be entitled to reimbursement of expenses incurred in connection with the interpretation services, i.e., the remuneration of the interpreters.

4. Terms and conditions for providing equipment for simultaneous interpretation and technical support for the service

4.1 Wordlink undertakes to draft a preliminary quote of the service consisting of providing equipment for simultaneous interpretation (booth, receivers, sound equipment, microphones, etc) and technical support for the service (installation and on-site technical supervision) based on the information provided by the client. The final settlement of the above service shall be made after the event and analysis of the equipment actually provided for the event.

4.2 If required, the client agrees to send a Wordlink technical team to inspect the location of the interpretation service.

4.3 The client agrees to reimburse Wordlink for the costs of lost receivers and damaged/lost devices.