



**CABINET DE LA HANSE S.A.**

Quality translations to facilitate your international business

## General conditions of sale

### Article 1: Purpose

All orders placed (via fax, e-mail or post) with Cabinet de la Hanse SA for its services imply unreserved acceptance of the general conditions set out below.

### Article 2: Delivery of text for translation

All translation instructions must be accompanied by a firm order from the client otherwise Cabinet de la Hanse SA reserves the right not to begin work.

The text for translation must be accompanied by any useful reference documents in the client's possession, such as drawings and internal glossaries. The translation of technical terms will be standardised in line with technical dictionary definitions.

In the event of any difficulties in understanding the text or in respect of the form or content of the document, the client undertakes to lend all assistance to Cabinet de la Hanse SA to facilitate the translation.

Any requests for changes to the text for translation must be set out precisely by the client in writing (via fax, e-mail or post) and are subject to revision of the previously approved fee. Translations are intended for the client's exclusive use. The client will be fully liable for any reproductions for commercial, advertising, publicity or other purposes.

### Article 3: Delivery timescale

The delivery timescales stated in quotes and order confirmations are provided solely for information. In the event of any difficulties in understanding the text, the delivery timescale will be extended by the period required for research.

Cabinet de la Hanse SA disclaims all liability for delays in routing faxes, e-mails and other postal or terrestrial means and in case of *force majeure*.

### Article 4: Fees and payment

Fees are shown excluding VAT and are based on the rate per word. Unless specifically agreed otherwise, invoices are net, without discount and payable in cash on receipt. In the event of any delay in payment exceeding twenty-one days from the client's receipt of the invoice, default penalties will be applied automatically at a rate of one and a half times the operative legal interest rate. Cabinet de la Hanse SA reserves the right to suspend work in progress in the event of any delay in payment.

In the event of a translation order being cancelled, an invoice will be issued for the work already performed in full and 50% of the remaining work. In the event of a interpreting order being cancelled, the ordered service will be invoiced in full.

### Article 5: Complaints

Any complaints in respect of the quality or delivery of ordered work will be considered only if notified by recorded delivery letter with acknowledgement of receipt within eight working days of delivery of the work or the day when the interpreting services were performed, and accompanied by the original documents and disputed translations indicating the disputed passages, after which no complaints will be considered. Under no circumstances will defects in part of a translation be justification for rejecting the translation in its entirety and Cabinet de la Hanse SA reserves the right to make any corrections.

The liability of Cabinet de la Hanse SA is limited to the amount invoiced even in the event of loss or destruction of the documents supplied.

Cabinet de la Hanse SA retains ownership of translated text until the work has been paid for in full. Under no circumstances may Cabinet de la Hanse SA be disturbed or be held morally or materially liable for claims based on stylistic nuances.

### Article 6: Confidentiality

Cabinet de la Hanse SA undertakes to respect the confidentiality of documents supplied by clients and to refrain from disclosing any information to third parties either in the course of performing its translation services or subsequently, though it disclaims all liability in this respect in the event of data being transferred via the Internet.

### Article 7: Disputes

In the event of any dispute over the interpretation or fulfilment of any of the present general conditions, the Paris commercial court will have sole jurisdiction to hear the dispute notwithstanding plurality of defendants or guarantee claims. The present article and any of the above general conditions that prove contrary to the French Consumer Protection Code do not apply to non-commercial clients.

The client declares that he/she/it has perused the present general conditions and accepts them in their entirety such that they form an integral part of the contract between the client and Cabinet de la Hanse SA.