

Terms and conditions

Article 1: Object

All orders for services placed with COMMUNICATIONS EUROPEENNES (by fax, e-mail or post, etc.) imply unreserved acceptance of the following general conditions.

Article 2: On delivering the text for translation

Each translation order must be accompanied by a firm order from the client, failing which COMMUNICATIONS EUROPEENNES reserves the right not to start the work.

The client undertakes to deliver the texts for translation in typed or printed form, excluding any other forms of presentation.

Technical texts must be sent with any relevant reference documents supplied by the client and/or any illustrations or drawings required for the purposes of understanding the technical texts; the translated technical terms will be standardized in relation to the definitions shown in any technical dictionary.

In the event of any difficulties in understanding the substance or form of the text, the client undertakes to provide any information which COMMUNICATIONS EUROPEENNES may need in order to carry out the translation.

Any request for alterations to the text for translation is subject to a precise written document provided by the client (by fax, email or post, etc.).

Translations provided by COMMUNICATIONS EUROPEENNES are for the exclusive use of the client; any reproduction for commercial, advertising or other purposes shall be the client's sole responsibility.

Article 3: Delivery time

The delivery times shown in quotes and order confirmations are given for information only.

In the event of any difficulties in understanding the text, the delivery time will be extended to cover the research time. COMMUNICATIONS EUROPEENNES may not be held liable for any delays in sending documents by fax, email and other postal or terrestrial means or in cases of force majeure.

Article 4: Price and payment

Prices are shown exclusive of taxes, including VAT.

Charges for translations are per word.

Unless otherwise agreed, invoices are net, with no discount, and are payable in cash upon receipt of the translation; any delay in payment shall ipso jure incur the application of late payment penalties, calculated at a rate one and a half times the current legal interest rate.

COMMUNICATIONS EUROPEENNES reserves the right to halt any work in progress in the event of late payment.

If a translation order is cancelled, any work which has already been carried out will be billed at 100% and any work still to be completed at 50%.

If an interpreting order is cancelled, the whole of the service for which the order was placed will be billed.

Article 5: Complaints

Any complaints about the quality or delivery of work ordered can only be acknowledged if sent by registered letter with acknowledgement of receipt no later than ten working days after the delivery of the work to the client.

The complaint must be sent together with the original documents and the disputed translations, stating any incorrectly translated passages. No complaints can be accepted once this period of time has elapsed.

Under no circumstances may any defects in a part of a translation provide grounds for complaints about the job as a whole. COMMUNICATIONS EUROPEENNES reserves the right to make any corrections.

COMMUNICATIONS EUROPEENNES's liability is limited to the total value as stated on the corresponding invoice(s), even in the event of the loss or destruction of the documents provided.

COMMUNICATIONS EUROPEENNES retains ownership of the translated texts until payment for the work has been made in full.

Under no circumstances may proceedings be issued against COMMUNICATIONS EUROPEENNES, nor may the company be held morally or materially liable for any complaints upon the grounds of stylistic subtleties, including but not limited to the field of advertising.

Article 6: Confidentiality

COMMUNICATIONS EUROPEENNES undertakes to keep any documents provided confidential and not to disclose any information to third parties either during the provision of the translation service or subsequently.

COMMUNICATIONS EUROPEENNES may not be held liable under the terms of this article if data is transferred over the Internet or is in the public domain.

Article 7: Disputes

In the event of any dispute relating to the interpretation or performance of any of the provisions of these general conditions, the Civil Court of PARIS (75) shall have sole jurisdiction to hear the dispute, notwithstanding the possibility of multiple defendants or the introduction of third parties. This article is not applicable to any nontrading clients, along with the aforementioned other general conditions, which would be contrary to the Consumer Code.

The client declares that they understand and agree to the entire content of these General Conditions, which become an integral part of the contract that binds the client and COMMUNICATIONS EUROPEENNES.