

Tranzlatex – Terms and Conditions

These Terms and Conditions govern the provision of translation, transcription, and related language services by **Tranzlatex**. By engaging our services, you agree to comply with the following terms.

1. Payment Terms

- All payments must be made **via PayPal** prior to the commencement of work, unless otherwise agreed in writing.
 - Work will begin only upon receipt and confirmation of payment.
 - Rush services are available for an additional fee, calculated based on the complexity, urgency, and length of the document or audio/video content.
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2. Lead Times & Fulfillment

- **Standard Turnaround Time:**
 - Translation of a single-page document: **2–3 business days** (or sooner).
 - Transcription of up to 30 minutes of audio/video: **2–3 business days** (or sooner).
 - **Rush Delivery:** Available upon request, with fees quoted and agreed before project acceptance.
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3. Revisions

- One complimentary revision is included, provided the request falls within the original project scope.
 - Additional revisions may incur charges, unless a confirmed translation or transcription error is identified, in which case corrections will be made free of charge.
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4. Cancellation & Refund Policy

- **Before Work Begins:** Full refund.
 - **After Work Commences:** Partial refund (30%–60%), depending on the stage of completion.
 - **After Completion:** No refunds will be issued.
 - **Service Non-Delivery:** If Tranzlatex cannot fulfill a service after payment, a full refund will be issued.
 - **Rush Orders:** If a rush deadline is missed, only the rush fee will be refunded.
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5. Pricing

- Prices depend on document length, complexity, and readability.
 - Prices displayed on the website are indicative and may vary depending on the project requirements.
 - Discounts and promotional offers may affect the final quoted price.
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6. Confidentiality & Data Protection

- We collect only the essential personal information (e.g., name, email, phone) required to deliver our services.

- This information is stored securely and will never be sold, shared, or misused.
 - Access to client files is restricted to authorized translators and staff.
 - All client files (original and translated) will be **automatically deleted 30 days** after project completion.
 - Files are retained for **30 days** solely for retrieval purposes if requested by the client.
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7. Translator Conduct

All translators engaged by Tranzlatex operate as independent freelance contractors and are bound to:

- Maintain strict confidentiality of all client materials and communications.
 - Avoid using or discussing client content outside of authorized channels.
 - Delete all client files within **30 days** of completion or immediately if instructed.
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8. Contact Information

For questions or concerns regarding these Terms and Conditions or your personal data, contact:

 projectmanager@tranzlatex.com
