

TERMS AND CONDITIONS

The following Terms and Conditions constitute a legally binding agreement between JBM Translations and you (“the Client”) regarding the use of www.jbmtranslations.world (“the Website”) to obtain translation or linguistic services (“the Services”). By using the Website to obtain the Services, or doing business with JBM Translations without going through the Website, means you agree to respect the following Terms and Conditions:

1. OUR RESPONSIBILITY AND LIABILITY

- 1.1 JBM Translations can modify its terms and conditions at any time and the Client will be notified of all and any changes.
- 1.2 All the Services offered by JBM Translations are carried out following the highest standards of the translation industry.
- 1.3 Quotes are valid for 30 days after the date of issue and orders can be placed during that timeframe. Quotes with currencies other than the dollar (\$) are calculated according to the exchange rate at the time of the issuing of the quote. If the exchange rate is different at the time of payment, the total amount is subject to an adjustment.
- 1.4 After receiving the completed work, the Client reserves the right to ask questions about the terminology used or any other aspect relating to the work. If the Client wants different translation options for a text or phrase, this request must be made during the ordering process before the commencement of the project.
- 1.5 Any complaint relating to the delivered translation or linguistic work must be made within 30 days after the delivery date. In such cases, the Client must provide a justification and/or explanation and if there is cause for rectification, we will fix the inaccuracies in question free of charge. Under no circumstance will such allegations allow for delayed payment or non-payment.
- 1.6 JBM Translations is not responsible for correcting errors and omissions found in the original documents provided by the Client.
- 1.7 The original/source content, the work delivered to the Client, and all patent rights, copyrighted content and trade secrets are and remain the sole and exclusive property of the Client.
- 1.8 JBM Translations is fully responsible for maintaining the confidentiality of all documents received. All language professionals working for JBM Translations sign a confidentiality agreement and a legally binding contract.

2. YOUR RESPONSIBILITY AND LIABILITY

- 2.1 The Client is responsible for selecting the right service, language, delivery time any other service option via the Website. JBM Translations does not take any responsibility and is not liable for incorrect selections.
- 2.2 The Client represents and warrants that they own or are licensees of the original source materials and all other components thereof, and that the publication, distribution, sale or other use of the deliverable shall not infringe upon any copyright, trademark or patent, or other right of any third party.
- 2.3 The Client warrants and guarantees that the materials they submit do not contain anything of an obscene, blasphemous or rebellious nature and shall not (directly or indirectly) infringe the intellectual property rights of any third party. After the work is delivered, the Client agrees that they are unauthorized to use the latter for any illegal or immoral purpose.
- 2.4 If the linguistic material delivered to the Client is set to be published, we always appreciate it if the name of the author is included: JBM Translations.
- 2.5 The Client acknowledges that all materials sent to or by JBM Translations through the internet is not entirely secure from interception, even if the content is encrypted, and that we are not liable for any loss, corruption or manipulation of materials sent to us or by us.

3. PRICING AND PAYMENT

- 3.1 The Client can request a translation or linguistic service by uploading and submitting their source materials on the Website or by emailing us their content. Translation costs are based on the number of words in the source text, the field and text type, and the delivery date.
- 3.2 Quote requests can be made by email, over the phone or by filling out the quote form on the Website.
- 3.3 Invoices are payable upon receipt within a maximum of 30 days after the date on the invoice. In the event of non-payment from the Client after the 30 days, a 5% late fee will be added to the total amount billed every two days.
- 3.4 If the Client is unable to respect the above payment terms, JBM Translations has the right to suspend all current and future work.
- 3.5 If a business account has been put in place, payment is due at the end of each month.

4. DELIVERY

- 4.1 The delivery date of the Services is selected by the Client through the Website, by email or by phone. Any delay shall not give the Client permission to reject the delivery, refuse payment or terminate a long-term contract.
- 4.2 In the event of a delay or poor service due to uncontrollable circumstances or force majeure caused by nature or man, such as a fire, a tornado or hurricane, a storm, a strike or protest, government intervention or any other event outside of our control, the Client will be notified and JBM Translations will not be liable for the delayed delivery. If these conditions cause too much of a delay for the Client, they have the right to cancel their request without any penalty.
- 4.3 The delivery of documents is considered complete when they are sent by email or mail to the Client.

5. CANCELLATIONS

- 5.1 If the Client cancels a 24h order (urgent), 50% of the project must be paid. If the Client cancels a 3-to-5-day order (express), 25% of the project must be paid.
- 5.2 If the Client cancels a standard order within 48 hours, 10% of the project will be charged to their account.
- 5.3 The Client cannot cancel an order after the documents have been delivered.

CONFIDENTIALITY AND DATA PROTECTION POLICY

- JBM Translations recognizes and takes very seriously the Client's right to confidentiality and privacy. We guarantee that all information entered on the Website, all materials sent to us and all the content we produce is completely confidential.
- We guarantee the non-disclosure of information unless we are required to do so by law. If we are obliged to share illegal information with authorities or any regulatory body, the Client will be notified.
- All information collected from the Website is used for the sole purpose of providing the Client with high-quality linguistic services. JBM Translations will not, under any circumstance, give, sell, rent or loan any personal information to any third party. This data is only used to answer service requests, send documents to the Client, and to contact the Client when necessary.
- All employees and individuals that work for JBM Translations sign a confidentiality agreement and a legally binding contract.