

# Terms of Service

The agreement  
between any individual or corporate body (“Client”)  
and Hera Moon (“Translator”)  
is subject to the following terms and conditions.

1. The Client shall deliver the following **documents** or information when commissioning a translation:
  - Job Instructions (British or American English, layout preference, target file format, deadline, etc.)
  - Original source documents in Word or editable PDF files
  - Reference documents (parallel texts and cited papers, if available)
  - Term list, glossaries, or other sources of information owned by the Client, if available
2. A binding **quote** will be given by the Translator on receiving the details mentioned under 1. The final invoice will reflect the following
  - Basic fee: 0.12 EUR per source word (fr, de, it, sp, pt) / 0.04 EUR per character (kr)
  - Discount up to 5% for well-prepared source documents and supportive materials
  - Surcharge up to 5% for source documents containing syntax errors and requiring editing
  - Surcharge for time-consuming layout or formatting
  - Surcharge of 10% for immediate translation (2,000 words per day)
  - Later changes to work already started or completed will be regarded as an additional order.
3. The Translator will ensure the **best conceivable quality** in terms of the following:
  - No term errors, no omissions, and no misinterpretations.
  - Deviations from the original text can be made for the purpose of improving the quality of the target text, and the Client will be informed of such deviations in comment boxes.
4. If wished by the Client, a draft translation will be sent for **interim feedback**. Fine-tuning and final proofreading/editing will then be carried out, reflecting special wishes of the Client.
5. The target text (docx and pdf) will be **delivered** as e-mail attachment(s). Other formats are deliverable subject to prior agreement.
6. The translator shall be held **liable** for deadline breach, proven errors including unexplained omissions, and misinterpretations, in the form of a fee waiver or refund proportional to the seriousness of the failure up to the amount of the order.
7. **Complaints** should pinpoint the inadequacies mentioned under 5. Vague complaints without giving concrete examples will not be considered.
8. **Payment** via bank transfer is due within 14 days from the date of invoice. Banking fees will be borne by the Client. Other ways of payment (e.g. PayPal) can be agreed upon. For a new client, the procedure described under 4 is mandatory, as is an interim payment of 75% of the quoted fee thereupon.
9. All documents and information provided to the Translator by the Client shall be treated as **confidential** and shall not be disclosed to third parties.