

Terms & Conditions

Legal validity

These Terms & Conditions are valid from 1st September 2010. These Terms & Conditions also end the validity of any previous Terms & Conditions.

1. Ordering

Clients make their orders by sending an e-mail to info@text-pilot.cz, in which they stipulate their requirements (ordering proofreading or translation). The e-mail will have attached the text to be translated or proofread.

Additionally, the e-mail must include the following information:

- Name and surname of the client
- Invoicing information: either 1) name, address, identification number and tax identification number of the legal entity; or 2) name and address of the natural person (+ identification number for sole traders)

Contact form at www.text-pilot.cz can also be used to order a proofreading or translation.

In case of further orders, there is no need to include invoicing information again (unless the information has changed).

By using one of the above-mentioned methods to order proofreading or translation, the client agrees with these Terms & Conditions in their full wording.

2. Confirming the order

If the order is missing any of the above-mentioned necessities, we will ask the customer for completion. When everything is in order, we will send you a confirming e-mail with a price estimate and the completion date of your order. At this moment, contractual relation between the customer and Text-pilot comes into existence.

3. Contractual relation

3.1. Proofreading

The subject of this contractual relation is to carry out the proofreading of a sent text in Czech. Proofreading includes correcting grammar, spelling or stylistic flaws.

3.2. Translation

The subject of this contractual relation is to carry out the translation of a sent text according to the requirements stipulated by client in the order.

4. Manner of work

4.1. Proofreading

Corrections are made straight into the sent text-file of such format that is supported by the individual programmes of Microsoft Office or OpenOffice.org.

In case of a file that cannot be directly modified (such as pictures or PDF files protected against modifying), we rewrite the text into any file format that is supported by the above-mentioned programmes. The format can be chosen by the customer. This service is provided with an additional charge in accordance with the price list at www.text-pilot.cz valid at the given time.

4.2. Translations

The translation will be made into a file-format that is supported by the individual programmes of Microsoft Office or OpenOffice.org. The format can be chosen by the customer. Graphical materials can also be part of the translated text.

5. Pricing

Prices (including discounts and additional charges) are governed by the price list at www.text-pilot.cz valid at the given time. The price of proofreading and translations is based on the length of the text – number of standard pages (1 SP equals 1,800 characters with spacing) that is rounded to the nearest hundredth (e.g. 12.8543 becomes 12.85). In both cases, the number of standard pages is arrived at from the resulting text, i.e. the translated or corrected text. The minimum price of any order equals 1 standard page of the given service.

We are a non-VAT payer; all the prices in the price list at www.text-pilot.cz are therefore final.

6. Method of payment

Client pays for all services retrospectively, on the basis of a corresponding issued invoice. All payments are carried out via bank transfers to the account no. 211444541/0300 (information needed for an international payment is listed in the invoice). The payment must be made out with a corresponding variable symbol (payment identification number), which is also listed in the invoice.

The due date of all invoices is 7 calendar days from the date the invoice was issued. The date of issue corresponds with the date of finishing and handing over the complete work (proofreading, translation). In case of the delay of payment, an extra charge of 0.5 % of the outstanding sum will be charged for each and every calendar day of the delay.

7. Confidence guarantee

All materials provided by the customer relating to the work are considered strictly confidential and will not be disclosed to a third party.

8. Quality guarantee

If the client finds out any mistakes in the completed work in 10 calendar days from the reception of the work, they have a right to lodge a claim. The complaint must be carried out in written form. The client must give the invoice number of the respective order, reason for the complaint and an exact description of the mistakes found. The complaint will be settled in 10 calendar days after its reception. In case of a justifiable complaint, 10 % of the total sum will be returned to the client for each mistake found, up to the total amount of 100 %.

Considering translations to English, we are not liable for small grammatical errors. Their corrections should always be entrusted to a native speaker. However, we do stand up for the high quality of our translations, and 10 % of the total sum will be returned to the client for each semantic difference from the original that the client finds, up to the total amount of 100 %.

We are not liable for consequential damages of any kind that arise for the client in connection with incorrect translations or proofreading.

We are not liable for errors that arose from inaccurate or illegible parts in the source texts.

If the client has got any specific requirements for the used terminology or their own abbreviations and/or expressions, they are obliged to supplement the glossary of such language elements. If they fail to do so, they will have no right to lodge any claim regarding these requirements.

Deadlines that were agreed upon are strictly binding for us. If we are delayed due to some unpredictable circumstances, the price of the order will be lowered by 10 % for every calendar day of the delay.

9. Order cancellation

In case the client cancels the order during the time it is being completed or before its acceptance, they are obligated to pay the verifiable costs that have emerged from its partial or total completion.

10. English version of Terms & Conditions

This is the English version of Terms & Conditions. In case of any disputes over its wording, it is surpassed by the original Czech version found at www.text-pilot.cz.