

## **General Terms and Conditions**

### **I. Introductory provisions**

1. The Provider of the website [www.ttranslate.sk](http://www.ttranslate.sk) and services is a legal entity with the following data:

#### **LATI media s.r.o.**

Station 5

044 13 Valaliky

Company ID: 51841690

VAT ID: 2120814663

TAX ID: SK 2120814663

2. The Client is a legal or natural person who orders from the Provider the translation services, customer support services or other services provided by the Provider (hereinafter referred to as the Services).

3. Prior to concluding the contract, the Client has the right to have a free quote prepared.

4. The Provider undertakes to provide the Client with services based on the Client's order, within a written or electronic form of the agreed date, or at the agreed price.

5. The confirmed order must contain the price of the service, the delivery date and the subject of the given order.

6. The contract will be concluded by a written (also electronic) confirmation of the order sent to the email address: [info@ttranslate.sk](mailto:info@ttranslate.sk), or via the electronic form located on the website [www.ttranslate.sk](http://www.ttranslate.sk).

7. The Client undertakes to pay the agreed amount for the ordered and delivered services within 14 days at the latest, unless the contracting parties agree otherwise. In case of delay in payment of the tax document, the Client is obliged to pay a contractual penalty of 0.5% of the amount due for each day of delay until payment in full. By confirming each order, the Client agrees to this fact.

8. If the Provider does not confirm to the Client the acceptance of the order, the contractual relationship was not born.

9. Delivery of the translation is performed electronically (via e-mail communication) using the Client's electronic address provided to the T-Translate translation agency ([ttranslate.sk](http://ttranslate.sk)) or through which the Client contacted the T-Translate translation agency.

10. The Client acquires the right to dispose of the translation at the moment of payment (by crediting funds to the Provider's account, or by paying in cash) of the agreed amount, until this time all rights are owned by the Provider.

11. The General Terms and Conditions are listed on the website [www.ttranslate.sk](http://www.ttranslate.sk) and the Client accepts them as binding by confirming the order.

### **II. Price, invoicing and payment**

1. The prices of services are determined on the basis of the price list and a special price offer. In the case of translations, the total price is calculated from the resulting translation text according to the number of standard pages (1 standard page = 1800 characters including spaces), unless both parties agree otherwise.

2. The Client is obliged to pay for the delivered service within 14 days. In the event of a delay in the payment of the tax document, the Client is obliged to pay a contractual penalty of 0.5% of the amount due for each day of delay until payment in full. By confirming each order, the Client agrees to this fact. In the case of an overdue receivable of more than 45 days, the Provider has the right to demand payment of a contractual penalty from the debtor in the amount of 150 EUR (in words: one hundred and fifty euros).

3. Any payment shall be deemed to have been made on the day the funds are credited to the Provider's account.
4. The issued invoice will be sent electronically to the Client's electronic address, or it will be sent by post at the Client's special request, or it will be handed over in person.

### **III. Withdrawal from the contract, cancellation of the order**

1. The customer is entitled to withdraw from the order free of charge until the start of the translation or provision of the service. After starting the service, the Client is entitled to cancel the order, but he is obliged to pay the relevant fee for the translation already performed (service provided) plus a handling fee of 20 euros.

### **IV. Complaints**

1. The Client has the right to complain about the translation or other service.
2. Complaints can be made without undue delay, but no later than within the legal period from the date of receipt of the completed translation. If claims arising from liability for defects are made late, they are considered expired. The Provider will evaluate the complaint immediately, in case of its recognition he has a legal right to remove it for 30 days.
3. The Client can file a complaint by phone, e-mail, post or in person using the contact details provided on the website or in these general terms and conditions. In relation to the content of the complaint itself, it is necessary for the beneficiary to define his requirements, briefly justify them and state the scope of his claims, otherwise the complaint will be rejected.
4. After the complaint has been submitted, the Provider is obliged to resolve the Client's complaint within 30 days or to reject it with the appropriate explanation.
5. The Provider is liable for damage caused by incorrect translation up to a maximum of 100% of the translation price.
6. In case of discrepancies, the legitimacy of the complaint will be assessed by independent suppliers.
7. By ordering the services, the Client agrees with the complaint procedure and other business conditions of the Provider.

### **V. Confidentiality and protection of personal data**

1. The Client and the Provider have agreed that all information provided by the Client, which are not generally known are considered confidential.
2. The Provider undertakes to maintain the confidentiality of all information and data which he has learned from the source and resulting texts.
3. The Provider declares that he processes the Client's personal data exclusively for supply, statistical or marketing reasons.
4. The Client agrees that in case of non-payment of the invoice for the provided service, his personal data will be published on the special pages of non-payers.
5. The Provider processes the Client's personal data in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

### **VI. Special provisions**

1. The Client undertakes not to contact the Provider's interpreters and translators separately, as well as other persons cooperating with the Provider, for the purpose of offering cooperation, otherwise he is obliged to pay the Provider a contractual penalty of 4000 euros (in words: four thousand euros) for each such breach of the General Terms and Conditions.

2. By paying for the ordered service, the Client agrees with the possible publication of its logo as a satisfied Client on the Provider's website and also among the Provider's references.

#### **VII. Final provisions**

1. The General Terms and Conditions are listed on the Provider's website [ttranslate.sk](http://ttranslate.sk).
2. These General Terms and Conditions are binding for all customers who order services via the [ttranslate.sk](http://ttranslate.sk) website, by e-mail via the e-mail address: [info@ttranslate.sk](mailto:info@ttranslate.sk)

In Košice, on January 1, 2022