

## OUR SERVICE POLICY

- ❖ WE SELECT CLIENTS WHO APPRECIATE THE SERIOUS NATURE OF THE SERVICE WE OFFER THEM AND WHO SIGNAL THEIR APPRECIATION BY AGREEING TO OUR PRICES.
- ❖ OUR PRACTICE IS RESTRICTED TO ENGLISH, FRENCH, GERMAN AND SPANISH.
- ❖ WE DO NOT USE MACHINE TRANSLATION APPLICATIONS SUCH AS BABELFISH OR GOOGLE TRANSLATE.
- ❖ WE DO NOT SUBMIT OFFICIAL DOCUMENTS TO DIFFERENT TRANSLATORS IN ORDER TO OBTAIN LOW BIDS BUT RATHER EMPLOY WELL-QUALIFIED TRANSLATORS WHO ARE BEST SUITED TO SPECIFIC CLIENT REQUIREMENTS.
- ❖ WE MUST DECLINE WORK CONSISTING OF TRANSLATION BEGUN OR CONTRIBUTED TO IN ANY WAY BY THE CLIENT OR BY A THIRD-PARTY TRANSLATOR.
- ❖ QUOTATIONS WILL BE PREPARED ONLY IF WE ARE PROVIDED A COPY OF THE DOCUMENT(S) TO BE TRANSLATED. WE REGRETTABLY CANNOT PROVIDE FEE OR PRICING INFORMATION IN THE ABSENCE OF SUCH DOCUMENTS.
- ❖ AMOUNTS APPEARING ON OUR FEE SCHEDULE REPRESENT A PRICING GUIDELINE FOR EACH CATEGORY. IF, UPON RECEIPT OF ORIGINAL PAPER DOCUMENT(S) THERE APPEAR TEXT OR GRAPHIC ELEMENTS THAT ARE NOT VISIBLE ON THE COPY E-MAILED TO US FOR QUOTATION, ADDITIONAL HOURLY OR DISCRETE CHARGES WILL APPLY.
- ❖ THE FINAL PRICE FOR A GIVEN DOCUMENT APPEARING IN OUR LIST OF DOCUMENTS CAN FALL UNDER ANY ONE OF THE COMPLEXITY-DEPENDENT PRICING LEVELS. THE DECISION AS TO WHICH PRICING LEVEL ANY GIVEN DOCUMENT BELONGS WILL BE MADE BY THE REPRESENTATIVE OF RAINBOW TRANSLATION CONSULTANTS.
- ❖ PRIOR TO BOOKING AN INITIAL APPOINTMENT, WE REQUIRE OUR CLIENTS TO REFER TO OUR FEE SCHEDULE AND DETERMINE WHETHER OUR FEES ARE AFFORDABLE. CONFIRMATION CAN BE MADE BY E-MAIL OR PHONE. ONCE THIS IS DONE, AN APPOINTMENT WILL BE SCHEDULED. WE REGRET THAT PERSONS ARRIVING AT OUR OFFICES WITHOUT HAVING ALREADY MADE AN APPOINTMENT IN ACCORDANCE WITH THE FOREGOING STIPULATIONS WILL BE ASKED TO BOOK AN APPOINTMENT FOR A LATER DATE AND TIME.

### SERVICE EXCEPTIONS

- ❖ WE REGRETTABLY DO NOT AT PRESENT PROVIDE THE FOLLOWING SERVICES:
  - TRANSLATION OF DRIVERS' LICENCES FOR ONTARIO PURPOSES
  - TRANSLATION FROM ENGLISH OR FRENCH INTO SPANISH

WE THANK YOU FOR YOUR KIND ATTENTION TO THESE POLICY NOTES.

*Rainbow Translation Consultants*

