



# Professional Translation & Conference Interpreting Services



## Translation service terms

- **Evaluation:** Each request is assessed individually, considering complexity, subject matter, formatting, and delivery requirements.
- **Fees:**
  - Minimum standard fee: **\$75 per page**.
  - Standard TEP (translation, editing, proofreading): **\$0.27 per word** for general documents; **\$0.36 per word** for specialized texts
  - Certified translations (for legal use): **\$90 per page** (250–300 words), including a Certificate of Translation valid for official use in the U.S.
- **Turnaround:** Standard output is **2,500 words per business day**. Larger volumes may be accommodated by prior arrangement.
  - Urgent requests (+2,500 words/day): **30% surcharge**
  - Immediate delivery (same day): **50% surcharge**
- **Submission Requirements:** Text must be provided in **editable format** with a simple layout. Tables, complex graphics, or diagrams are excluded from the standard service.
- **Commitment:** All projects are managed with professionalism, confidentiality, and a strict focus on quality.

## Cancellation and refund policy

At **InterpreterDC**, we strive to provide the highest quality translation services. We understand that circumstances may arise where you need to cancel your translation request. Our cancellation and refund policy is designed to be fair and transparent.

- **Cancellation Before Execution:**
  - If a translation request is canceled before work begins, we will charge our minimum fee.
  - Costs associated with processing the refund will be deducted from the refund amount.
- **Cancellation After Partial Execution:**
  - If a translation request is canceled after work has begun, the client will be required to pay for the work already completed.
  - The amount due will be calculated based on the number of words translated up to the time of cancellation.
- **Refund Process:**
  - Refunds will be processed within 5 business days from the date of cancellation.
  - When possible, refunds will be issued using the same method of payment used for the original transaction unless otherwise agreed upon.
- **Contact Information:** For any questions or concerns regarding **cancellations and refunds**, please contact our customer service team at [admin@InterpreterDC.com](mailto:admin@InterpreterDC.com). We appreciate your understanding and cooperation.



**ATA Member: 276021**  
**CONALTI Member: 185-16**  
**AATI Member: 1551**





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## Payment terms

- **New Clients and Individuals – 100% Advance Payment:** The full-service fee must be paid to **InterpreterDC** at the time of request and booking, and always before the service is provided.
- **Approved Agencies and Firms – NET 30:** Once the service has been provided, full payment must be made within thirty (30) calendar days.
- **Administrative Flexibility:** If, for administrative reasons, you are unable to comply with these terms, please let us know so we can work together to find the most beneficial solution.
- **Payment Notification:** Clients are kindly requested to notify payments to [admin@InterpreterDC.com](mailto:admin@InterpreterDC.com), attaching the corresponding proof of payment.
- **Accepted Payment Methods:** We accept all valid credit cards and digital wallets through our [secure payment website](#). Personal checks are not accepted.

## Translation Service Request

- The CLIENT shall submit the translation service request in writing by email to [info@InterpreterDC.com](mailto:info@InterpreterDC.com), attaching the corresponding Quotation and, where applicable, a letter of commitment, purchase order, service order, or the duly signed and dated “contractual obligation” provision. The formal translation service request guarantees a provisional booking of the service; payment confirmation secures the binding booking and guarantees the translator’s availability.

## Contractual obligation:

- The request and booking of translation services constitute a **binding contract**.
- By authorizing **InterpreterDC** to provide the services described under “**Service Request and Booking**” and/or by receiving such services, the Client assumes all payment obligations as well as the commercial and legal responsibilities established or implied in this document.
- The Client acknowledges and agrees to these Terms and Conditions set forth herein and acknowledges their **legally binding** nature.
- **All services requested** by the Client will be provided and **must be paid in full**, as stipulated in this document.

The Client

((InterpreterDC.com))

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