

Terms & Conditions

These Terms & Conditions apply to all translation, localisation, transcreation and machine translation post-editing (MTPE) services provided by Wenke Geddert-Page, operating as a sole trader (hereinafter “Service Provider”).

By commissioning any service, you (the “Client”) agree to the terms outlined below, unless otherwise agreed in writing.

1. Services

The Service Provider offers English–German language services including, but not limited to, translation, transcreation, localisation and machine translation post-editing (MTPE). Each project’s scope, deliverables and timeline will be agreed in writing before the work starts.

2. Quotes & Project Confirmation

All quotes are free and valid for 14 days unless otherwise stated.

A project is considered confirmed once the Client accepts the quote in writing (email is sufficient). Work will be scheduled accordingly.

3. Delivery & Deadlines

Agreed delivery dates are based on the scope of work and the Service Provider’s availability.

If unforeseen circumstances arise (e.g. illness, emergency, tech issues), the Service Provider will notify the Client as soon as possible and propose a revised deadline.

4. Fees & Payment

Fees are confirmed in writing before work begins and may be based on per-word rates, hourly rates or a fixed project fee.

Invoices are issued on delivery unless otherwise agreed. Payment is due immediate/upon receipt of invoice via bank transfer.

For long or multi-phase projects, the Service Provider may request an initial payment (e.g. 25–50%) and agree on instalment payments for the remainder.

Late payments may be subject to interest in accordance with the UK Late Payment of Commercial Debts (Interest) Act 1998.

5. Revisions

The Client may request reasonable revisions within 7 days of delivery.

Revisions cover corrections to errors or omissions in the service provided.

If the Client makes changes to the source text after submission or requests significant edits or additions, these will be billed at the Service Provider's standard hourly revision rate.

6. Cancellations

If the Client cancels the project after work has started, the Client will be invoiced for the work completed up to that point, based on either time spent or deliverables provided.

7. Confidentiality

The Service Provider treats all materials and communication as confidential and will not disclose them to third parties without the Client's prior written consent, unless required by law.

8. Copyright & Usage

Copyright for the final deliverables transfers to the Client once full payment has been received.

Until payment is received in full, the Service Provider retains the copyright and the material may not be used or published.

9. Liability

While every effort is made to ensure accuracy and quality, the Service Provider's liability is limited to the total project fee.

The Service Provider is not liable for any indirect, incidental or consequential damages arising from the use of the deliverables.

10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be resolved under the exclusive jurisdiction of the English courts.

11. Updates

The Service Provider reserves the right to update these Terms & Conditions.

The most recent version will always be published here. Please review periodically to stay informed.