



# Evoluz Translation Services

One-Stop Language Solution

[www.evoluz.com](http://www.evoluz.com)

---

Evoluz maintains a process that ensures the highest quality of translation. However, we also understand that clients might have different expectations. Clients' attention is drawn to the following circumstances:

- that some words may not be translatable
- that no absolute equivalence of two words or expressions exists between any two languages or even within the same language, and
- that there exists a great diversity in different languages or within the same language.

As a consequence, no two translations are exactly the same. Although it is the responsibility of Evoluz to minimize this type of discrepancies, the client is however not entitled to rejecting the translation on account of a translator's particular choice of words.

Please review our policy below carefully because they are the terms of our sale.

## **Revision and Refund Policy:**

- Evoluz, being a professional translation company, observes the ethics of profession. Ethics of profession is frustrated when translation contains 3 major or minor errors (e.g., mistranslations; nonsense; mistakes in figures, grammar and syntax errors; and punctuation errors) per block of 500 words.
- Revision on a completed translation will be considered by Evoluz if the client ensures the appointment of a qualified reviewer, i.e., experts in the subject matter from their side. This expert should work with our translation team. Our translation team with the project manager will use their discretion to accept or decline suggested changes if they feel those changes compromise the validity of the translation. No refunds will be issued in this case.
- Should the client wish to raise any disagreement with the translation by Evoluz, the client is entitled to request this within 10 days from receipt of the translation.

The review request should be sent to the dedicated project manager or emailed to [support@evoluz.com](mailto:support@evoluz.com). We will review the documents without any charge or refund the money if you meet any of the following terms and conditions mentioned above.

Last Updated – July 2010

