



service charter

communication

- We will communicate with staff, suppliers and clients in a clear, professional and courteous manner.
- We will reply to all of our client questions or requests as quickly as possible; no later than 2 hours after initial request.
- We will investigate any complaint within 24 hours and pass on our full internal report to the client with resolution for future work, applied throughout TranslateMedia's worldwide offices wherever relevant

expert knowledge

- We will ensure that all queries are answered by the right person with the relevant industry knowledge at all times.

innovation

- We will constantly offer innovative solutions to our clients and suppliers, staying ahead of market trends.