

This document is your Translation Warranty

TranslateMedia has a 100% satisfaction guarantee. This means that we will work on your Premium translation until you are entirely satisfied at no extra charge, within the requirements and instructions provided in the initial order.

Translation Details

Our Reference: 950/909/888
Delivery Date: 29/11/2011
Source Document: Document.doc
Description: English into Arabic, 5988 words, Legal.

What do I do if I am not happy with the translation?

1. Please refrain from making any amendments yourself – especially if you are not mother tongue fluent in the target language - as it may worsen the situation.
2. Please call us immediately.

Your TranslateMedia project manager:

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Your local TranslateMedia Office:

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What will happen?

Your document will be given top priority by our local Project Management teams and the amended work will be returned to you in the shortest time possible. We will open an internal enquiry to understand why the changes were required, and put into place corrective actions.

This warranty is valid for 30 days after the delivery date stated above.



Matt Train
Director of Operations

Patrick Eve
Managing Director

EN 15038 European Translation
Service Standard
BUREAU VERITAS
Certification



For two years running TranslateMedia has been audited and certified fully compliant with EN 15038, the first international quality standard specific to the provision of translation services. The auditors reported zero major and zero minor faults in TranslateMedia's quality processes. Find more at http://en.wikipedia.org/wiki/EN_15038