SALES TERMS AND CONDITIONS

QUOTATION AND ORDER	Before placing an order, clients are given a free detailed quotation by Mar Traducciones, with no obligation on their part, pursuant to the documentation furnished for the purpose of providing the service or the information supplied by the client. The order is considered formalised as soon as the signed order sheet has been received, unmodified, by email, together with the project documentation (final documents for translation, proof-reading, transcribing, localising or adapting, reference material, glossaries of terms, etc.). Mar Traducciones will not start to provide the service until it has received confirmation that the service is accepted. In the event of any discrepancy between the quotation and the order, the information set out in the order sheet will take preference.
PAYMENTS TERMS AND CONDITIONS	Unless different instructions are given in the quotation and in the order sheet, clients will pay 50% of the total price on confirming the order and the remaining 50% 30 days after the date of issue of the invoice. Payments will in all cases be made by transfer to account. The service will be executed once the document confirming payment of the advance amount has been received. All expenses incurred in executing the order (postal charges, travel, allowances, etc.) will be paid by the client
CHANGING OR CANCELLING THE ORDER	Changes in any of the characteristics of the order once it has been formalised, may lead to modifications in the conditions of the order (price, delivery term, etc.). Unless different instructions are given in the quotation and in the order sheet, in the event of cancelling an order during the execution process –which will be notified in writing to Mar Traducciones–, clients will pay for the part already processed, plus a percentage of 50% for the part of the work that remains pending. In the event that Mar Traducciones should fail to meet the delivery deadline, a discount of 10% will be applied to the price agreed for each day of delay, provided that the client has not been contacted beforehand, to try and agree on a new delivery date and the delay is not due to events of Force Majeure or delays in sending it by e-mail or by any other postal method.
CONSULTATIONS WITH CLIENTS	Mar Traducciones undertakes to discuss any doubts that could arise while executing the job in sufficient time (if the delivery term so permits) to allow the client to respond to them. Clients will provide all the necessary technical information for allowing the text to be fully understood, and if necessary, they will respond to any doubts raised regarding the terminology that have been consulted during the stipulated term, otherwise Mar Traducciones will not be held liable for any differences of opinion in the event of not receiving a response. Likewise, clients take responsibility for all faults caused by errors in the terminology provided as a reference.

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QUALITY AND NON-DISCLOSURE	With a view to guaranteeing clients a service of the highest quality, each job is executed by native professionals who are devoted to their work on a full-time basis, and who have the appropriate training and at least 5 years' experience in their field of specialisation. If the client provides reference material for executing the project, this material will be used during the execution process. All translation jobs consist of two phases; the translation phase and the proof-reading phase, to guarantee the highest quality and coherence in the texts delivered to the clients. Two or three people may intervene in this process. In the case of ordering a standard translation service (ST), the project manager is responsible for checking the work that has been translated and proofread by the translator. In the event of ordering a premium translation service (PT, translation and proof-reading), in addition to the translator proof-reading the text and the final check made by the project manager, the whole project will be checked by a proof-reader. In the event of a client not being satisfied with the service provided, that client will have a term of 15 days from the date the project was delivered, within which to ask for corrections to be made, at no extra cost, provided the differences are not due to aspects of style and that it is not necessary to add any new content. Furthermore, Mar Traducciones undertakes to respect trade secrecy and to ensure its suppliers respect such secrecy. All information and documentation sent by the clients will be treated in the strictest confidence and kept secret. Even so, in the event of a client deeming it necessary, we are willing to sign a non-disclosure agreement.

APPLICABLE LAW, SUBMISSION TO JURISDICTION AND COMPETENCE	These conditions will be governed by and construed in accordance with Spanish law. In the event of dispute, the parties will do their best to reach an amicable agreement and they expressly waive their right to apply to any other jurisdiction that could be open to them and agree to submit to the jurisdiction and competence of the courts of the city of Barcelona.

DATA PROTECTION	In compliance with Spanish Organic Act 15/1999 of 13 December 1999, on Personal Data Protection (LOPD), Martine Fernández Castaner, as the person responsible for the "clients" database, hereby informs you of the following considerations: all personal data requested by us will be included in a database for the purpose of performing administrative tasks and controlling our client portfolio. You are also informed that you may exercise your rights of access, rectification, removal and opposition with respect to your personal data by sending a letter with a scanned copy of your ID document, to Ronda Ramón Otero Pedrayo, 8, 4º 1ª. ES-08860 Castelldefels, Spain or by sending an e-mail to lopd@mar-traducciones.com. Pursuant to the terms of this clause, you hereby authorise Martine Fernández Castaner (Mar Traducciones) to make use of your data.