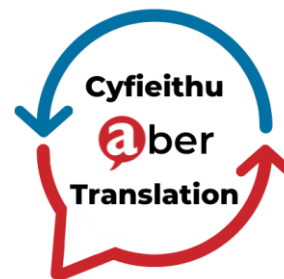


# Cyfieithu Aber Translation

## Terms & Conditions



### 1. Unforeseen Circumstances:

1.1 If due to unforeseen circumstances the work is unable to go ahead you will be offered a full refund.

### 2. General

2.1 The translation service aims to work on a 3-5 day turnover unless otherwise specified by the translator upon receiving the request (i.e. if working on a large document or if translator is experiencing high volume of requests).

2.2 The translation service will need to receive a booking form in order to schedule the request into their calendar. AberSU has the right to change the booking form at any time. Bookings will not be guaranteed until a booking form has been received.

2.3 The booking form (paper or email) is a binding agreement and the booking is chargeable. An exception can be made only at AberSU's discretion, after receiving a notification in writing.

2.4 AberSU reserves the right to refuse any booking.

### How the service works

In order to access the translation service please fill in the initial form stating your details, details of the task and deadline dates for translation to be returned. Please try to give sufficient time for our translator to process your work – they will aim to work on a 3-5 day turnaround depending on the workload at the time.

Once you have submitted the form the translator will be in touch via e-mail to confirm the booking (or let you know if there is any problems with reaching the deadline) and ask you to attach the document needing translation into the reply.

Payment on agreement to do the work before work commences either through:

- Invoice (with a PO where possible)
- Payment over the phone
- Or by visiting SU reception to pay over the counter

The work will be returned to you via e-mail following payment and once the translator has completed the work.