

Terms and Conditions

001 Translations is a trading name of METARGEM & PARTNERS LTD, Company No. 176539, incorporated in Seychelles, with its registered office at Suite Number 2, Olivier Maradan Building, Olivier Maradan Street, Victoria, Mahé, Seychelles.

For correspondence in the United States, 001 Translations may be contacted at:

001 Translations

8 The Green

Dover, DE 19901

United States

Contents

1. About 001 Translations
2. Scope of These Terms
3. Quotes, Pricing and Orders
4. Client Responsibilities
5. Payment Terms
6. Start of Work and Delivery Timeframes
7. Changes to an Order
8. Certified Translations and Official Requirements
9. Notarization, Apostille and Legalization Services
10. Interpreting Services
11. Delivery of Documents
12. Corrections, Complaints and Refunds
13. Cancellation
14. Confidentiality, Data and Subcontractors
15. Liability and Force Majeure
16. Intellectual Property
17. Refusal or Suspension of Services
18. Governing Law and Disputes
19. Changes to These Terms

1. About 001 Translations

These Terms and Conditions govern services provided under the 001 Translations brand.

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Throughout these Terms and Conditions, “001 Translations”, “we”, “us” and “our” refer to METARGEM & PARTNERS LTD when providing services under the 001 Translations brand.

2. Scope of These Terms

These Terms and Conditions apply to services ordered from 001 Translations through the 001-translations.com website, by email, or through any other ordering channel accepted by us.

They apply to translation services, certified translations, notarization, apostille and legalization services, document delivery services, and interpreting services.

By placing an order, approving a quote, making payment, or otherwise instructing us to begin work, the client agrees to these Terms and Conditions.

Where separate written terms have been expressly agreed with a business client, including terms contained in an accepted purchase order, those specifically agreed terms will apply to the extent that they differ from these Terms and Conditions.

3. Quotes, Pricing and Orders

Prices generated through our website or provided in a formal quote are based on the information supplied by the client at the time of the request.

Once an order has been confirmed and payment has been made, the quoted price will normally be final.

We may, however, revise or cancel a quote where the information provided by the client was inaccurate, incomplete or materially different from the actual service required. This may include, without limitation:

- an incorrect document type;
- an incorrect number of pages or documents;
- an incorrect source or target language;
- an incorrect service type;
- missing pages or information;
- a request for a service that differs from the service originally selected;
- any other material discrepancy affecting the scope or cost of the work.

Where such a discrepancy is identified, 001 Translations may request an additional payment before continuing the work.

If the client does not agree to the revised price, the order may be cancelled and any refund due will be determined according to the stage reached in the service and any work or costs already incurred.

Any quote is valid only for the documents, languages, service type, delivery method and instructions on which it was based.

4. Client Responsibilities

The client is responsible for ensuring that all information, documents and instructions supplied to 001 Translations are complete, accurate and suitable for the service requested.

The client must ensure, in particular, that:

- the correct documents have been submitted;
- all pages requiring translation have been provided;
- duplicate or irrelevant pages are clearly identified;
- the correct source and target languages have been selected;
- the correct service has been ordered;
- any specific requirements of the receiving authority or organization have been communicated to us;

- names, dates, numbers and other personal information are accurate;
- where a name appears in a non-Latin alphabet, the client provides the preferred spelling where this is relevant;
- scans, photographs and other source files are sufficiently clear and legible for the requested service.

001 Translations will not be responsible for errors, delays or additional costs resulting from inaccurate, incomplete, illegible or misleading information supplied by the client.

Where a document is unclear, incomplete, handwritten, damaged or partially illegible, we may ask the client for clarification or a better-quality copy. If the client asks us to proceed despite such limitations, the translation may reflect the uncertainty or illegibility of the source document.

5. Payment Terms

Unless otherwise agreed in writing, payment is due in full before work begins.

001 Translations may, at its discretion, grant deferred payment terms to approved business clients.

Where a valid purchase order or separate written agreement has been accepted by us, the payment terms stated in that document will apply.

If no specific payment term has been agreed with an approved business client, payment will be due within thirty (30) days of the invoice date.

The client is responsible for ensuring that payment is made in full and without deduction, set-off or withholding, except where required by law.

Any bank charges, transfer fees or other payment-related costs imposed by the client's bank or payment provider are the responsibility of the client unless otherwise agreed.

Where payment is overdue, 001 Translations may suspend ongoing work, withhold delivery of services or decline to accept further orders until outstanding amounts have been paid.

6. Start of Work and Delivery Timeframes

Unless otherwise agreed, work begins once payment has been received and all documents and information required to perform the service have been

provided.

Where a client is authorized to pay after delivery, work may begin once the order has been formally accepted by 001 Translations and all required documents and instructions have been received.

Any delivery timeframe stated in a quote or order confirmation is calculated from the point at which the conditions above have been satisfied.

If documents, information, approvals or instructions are missing, incomplete or delayed, the delivery timeframe may be suspended or recalculated from the time the required information is received.

Where the client informs us in advance that certain documents or information will be supplied later, the delivery timeframe for the affected work will begin only once those documents or information have been received and validated.

Delivery times relating solely to work performed directly by 001 Translations may be stated as estimated or confirmed in the relevant quote or order confirmation.

Any timeframe dependent on third parties, including notaries, government authorities, apostille or legalization services, postal operators, couriers or other external providers, is outside the direct control of 001 Translations and cannot be guaranteed.

7. Changes to an Order

Any request to change an order after it has been confirmed may affect the price, scope or delivery timeframe.

This includes, in particular:

- adding pages or documents;
- removing or replacing documents;
- changing the source or target language;
- changing the required service;
- changing the delivery method;
- adding notarization, apostille, legalization or other formalities;
- changing client instructions or terminology;
- modifying names, dates, numbers or other information after work has begun.

Where a requested change alters the scope of the service, 001 Translations

may issue an additional charge or revised quote before continuing.

Where the client provides corrected or replacement source documents after work has begun, any resulting retranslation, amendment, reformatting or certification work may be charged separately unless the change is required to correct an error attributable to 001 Translations.

Changes requested after completion or delivery will be treated either as a correction under Section 12 or as a new request, depending on their nature.

8. Certified Translations and Official Requirements

Where a certified translation has been ordered, 001 Translations will provide the certification applicable to the service described in the quote or order confirmation.

The client is responsible for informing 001 Translations of any specific requirements imposed by the authority, court, government agency, educational institution, employer or other organization to which the translation will be submitted.

Where such requirements have been communicated to us before the work begins, we will perform the service in accordance with the scope ordered and the information provided.

If a translation contains an error attributable to 001 Translations, we will make the necessary corrections without additional charge so that the translation conforms to the service originally ordered.

Where required, further corrections may be made without charge until the translation conforms to the agreed service, provided that the requested changes do not result from:

- a change to the original source document;
- new information supplied after delivery;
- a change in the client's instructions;
- a change in the requirements of the receiving organization;
- a request for a service that was not included in the original order.

The final decision to accept or reject a translated or certified document remains with the receiving authority or organization. 001 Translations cannot guarantee a decision made by an independent third party.

9. Notarization, Apostille and Legalization Services

Where an order includes notarization, apostille, legalization or another official formality, part of the service may be performed by independent third parties, including notaries, government authorities, consulates, embassies or other authorized providers.

001 Translations will use reasonable care in arranging the service requested, but the processing times and decisions of such third parties are outside our direct control.

Any timeframe stated for these services may therefore depend on the processing times, working days, procedures and availability of the relevant third party.

001 Translations will not be responsible for delays caused solely by:

- a notary;
- a government agency;
- an apostille or legalization authority;
- an embassy or consulate;
- a postal or courier service;
- any other external provider involved in completing the requested formality.

Where an authority is unable or unwilling to process a document because of an issue affecting the original document, its eligibility, its execution or information provided by the client, 001 Translations will not be responsible for that decision.

Where additional work or additional official fees are required because the scope of the requested service changes, the client may be asked to approve and pay the additional cost before the process continues.

10. Interpreting Services

Interpreting services may be provided remotely, by telephone, by video, or in person, depending on the service ordered and the arrangements confirmed with the client.

The quote or order confirmation may specify:

- the date and scheduled time;

- the expected duration;
- the language combination;
- the interpreting method;
- whether the service is remote or in person;
- any minimum booking period;
- travel or accommodation expenses, where applicable;
- any specific technical or logistical requirements.

The client is responsible for providing accurate scheduling information, access details, addresses, contact information, meeting links and any documents or reference materials reasonably required for preparation.

Where an interpreting assignment exceeds the time originally booked, additional time may be charged subject to interpreter availability.

For assignments requiring simultaneous interpreting, 001 Translations may assign more than one interpreter where reasonably required by the length or intensity of the assignment.

Cancellation or rescheduling requests may be subject to charges where an interpreter has already been reserved, preparation work has begun, travel has been arranged or costs have otherwise been incurred.

Any specific cancellation terms stated in the quote or order confirmation will take precedence.

001 Translations is not responsible for delays or inability to perform caused by circumstances outside our reasonable control, including failures of the client's equipment, internet connection, conferencing platform, venue access or other technical or logistical conditions for which the client is responsible.

11. Delivery of Documents

Translations may be delivered electronically, by postal mail, by courier or by another method stated in the quote or order confirmation.

Electronic Delivery

The client is responsible for providing a valid email address and for ensuring that delivered files can be received, accessed and stored.

Where a document has been sent to the email address supplied by the client, it will be considered delivered unless 001 Translations receives notice that

delivery has failed.

Postal and Courier Delivery

Where postal or courier delivery is ordered, the client is responsible for providing a complete and accurate delivery address and any other information required by the carrier.

If delivery fails because the client supplied an incorrect, incomplete or outdated address, any redelivery or replacement shipment may be charged to the client.

Where a shipment is lost, returned or not delivered for reasons attributable to the postal or courier service, despite a complete and correct address having been provided, 001 Translations may arrange one replacement shipment without additional charge after the circumstances have been verified.

Delivery times provided by postal services and couriers are estimates unless the carrier expressly guarantees otherwise. 001 Translations is not responsible for delays caused by a postal operator, courier or other independent carrier.

Where original documents are supplied for mailing, the client should avoid sending irreplaceable originals unless this is necessary for the requested service. 001 Translations will take reasonable care of documents in its possession but will not be responsible for loss, damage or delay caused solely by an independent postal or courier service.

12. Corrections, Complaints and Refunds

Any complaint concerning the quality or conformity of a service must be submitted in writing by email within thirty (30) days of delivery.

The client must provide sufficient information to allow 001 Translations to review the issue, including the relevant document, the passages concerned and a clear explanation of the correction or concern.

Where an error attributable to 001 Translations is identified, we will correct it without additional charge.

For translation services, justified corrections will be made as often as reasonably necessary to bring the translation into conformity with the service originally ordered.

A correction request will not normally be treated as an error attributable to 001 Translations where it results from:

- a preference for different wording or style where the original translation is accurate;
- a change to the source document;
- new or corrected information supplied after delivery;
- an instruction that was not provided before the work began;
- a change in the requirements of the receiving organization;
- a request for a service outside the original scope of the order.

Where a complaint cannot be resolved through correction, or where the circumstances justify another remedy, a full or partial refund may be granted depending on the stage reached, the work already performed, the costs incurred and the respective responsibilities of the parties.

Refund requests are reviewed on a case-by-case basis. Nothing in this section limits any rights that cannot lawfully be excluded or restricted.

13. Cancellation

A client may request cancellation of an order by contacting 001 Translations in writing.

Where the request is received before work has begun and before any non-refundable third-party costs have been incurred, the client may be eligible for a full refund.

Where work has already begun, a full or partial refund may be granted depending on:

- the stage reached in the service;
- the work already performed;
- preparation already completed;
- third-party charges or official fees already incurred;
- interpreter reservations or travel arrangements already made;
- any other non-recoverable costs attributable to the order.

Where the service has already been substantially completed or delivered, cancellation will not normally result in a refund unless there is an error or failure attributable to 001 Translations.

Third-party fees that have already been paid or become non-refundable,

including notary, apostille, legalization, courier, travel or similar costs, may be deducted from any refund.

001 Translations may also cancel or suspend an order where the service cannot reasonably be performed, where required information is not provided, where payment remains outstanding, where the request appears unlawful or fraudulent, or where circumstances outside our reasonable control prevent performance.

Where 001 Translations cancels an order for reasons not attributable to the client, any amount paid for services not yet performed will be refunded.

14. Confidentiality, Data and Subcontractors

001 Translations will treat client documents and information as confidential and will use them only as reasonably necessary to provide, manage and support the requested service, subject to applicable law and our Privacy Policy.

To perform a service, 001 Translations may use qualified translators, interpreters, revisers, notaries, couriers, technology providers or other subcontractors and service providers.

Only information reasonably necessary for the performance of the relevant task will be shared with such parties.

Where appropriate, translators, interpreters and other professional service providers engaged by 001 Translations are expected to handle client information confidentially and in accordance with the requirements applicable to their role.

Client documents and personal information may be processed or stored using electronic systems and third-party technology services required for the operation of the business and delivery of the service.

Further information regarding the collection, use, storage and protection of personal information is set out in the Privacy Policy available on the 001 Translations website.

The client confirms that they have the right to provide any documents, personal information or third-party information submitted to 001 Translations for the purpose of the requested service.

15. Liability and Force Majeure

001 Translations will perform its services with reasonable care and skill and in accordance with the scope of the service ordered.

To the maximum extent permitted by applicable law, 001 Translations will not be liable for losses arising from:

- inaccurate, incomplete, ambiguous or illegible source documents;
- incorrect or incomplete information supplied by the client;
- changes made to source documents after work has begun;
- requirements of a receiving authority or organization that were not communicated before the service was performed;
- decisions, delays or actions of independent authorities or third-party service providers;
- postal or courier delays outside our control;
- failures of client-controlled equipment, software, internet connections or communication systems.

To the maximum extent permitted by applicable law, 001 Translations will not be liable for indirect, incidental, consequential or special losses, including loss of profits, business, revenue, opportunity or anticipated savings, arising from the provision or use of the services.

Except where liability cannot lawfully be limited or excluded, the aggregate liability of 001 Translations arising from a particular order will not exceed the amount paid or payable by the client for the service giving rise to the claim.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

001 Translations will not be liable for failure or delay in performing an obligation where the failure or delay results from circumstances beyond our reasonable control. Such circumstances may include natural disasters, severe weather, fire, war, civil disturbance, strikes, government action, interruption of utilities or telecommunications, cyber incidents, widespread technology failures, transport disruption, sudden unavailability of essential personnel, or similar events.

Where such circumstances affect an order, 001 Translations may suspend or extend performance for a reasonable period or, where performance becomes impracticable, cancel the affected part of the service and refund any amount paid for work not performed.

16. Intellectual Property

The client retains all rights they hold in the source documents and materials supplied to 001 Translations.

Unless otherwise agreed in writing, once all amounts due for the relevant service have been paid, the client may use the completed translation for the purpose for which it was ordered and for any other lawful purpose.

001 Translations retains ownership of its internal tools, processes, templates, workflows, translation memories, glossaries, terminology resources, know-how and other materials developed independently of the client's specific content.

Nothing in these Terms transfers ownership of 001 Translations' proprietary systems, methods or internal resources to the client.

The client confirms that they have the necessary rights or permissions to provide the source materials to 001 Translations for translation, interpretation or related processing.

17. Refusal or Suspension of Services

001 Translations may refuse, suspend or discontinue a service where reasonably necessary, including where:

- the request appears unlawful, fraudulent or deceptive;
- the service would involve participation in an unlawful activity;
- information or documentation reasonably required to perform the service has not been provided;
- payment is overdue;
- continued performance would create a legal, regulatory, security or professional risk;
- the client engages in threatening, abusive, discriminatory or harassing conduct toward our staff, translators, interpreters or service providers;
- the requested service is outside our capabilities or cannot reasonably be completed within the required conditions.

Where a service is refused or discontinued for reasons not attributable to misconduct or breach by the client, any amount paid for work not performed will be refunded, subject to any non-refundable third-party costs already incurred.

Where suspension or cancellation results from the client's breach, unlawful conduct, failure to provide necessary information or failure to pay, any refund will be determined according to the work already completed and the costs already incurred.

18. Governing Law and Disputes

These Terms and Conditions and any contractual relationship arising from services provided by 001 Translations are governed by the laws of Seychelles, except to the extent that mandatory provisions of another jurisdiction apply and cannot lawfully be excluded.

The parties should first attempt to resolve any complaint or dispute in good faith through written communication.

If a dispute cannot be resolved amicably, it will be subject to the jurisdiction of the competent courts of Seychelles, subject to any mandatory rights or jurisdictional protections that apply to the client under applicable law.

Nothing in this section prevents 001 Translations or the client from seeking urgent or interim relief from a court of competent jurisdiction where necessary.

19. Changes to These Terms

001 Translations may update these Terms and Conditions from time to time.

The Terms and Conditions applicable to an order will normally be those in effect when the order is placed, unless a later version is expressly agreed by the client and 001 Translations.

Any changes to these Terms will not retroactively alter an existing order unless required by law or expressly agreed between the parties.

Last updated: September 2026