

BUSINESS REGULATIONS

I. Ordering Conditions

1. Placing an order

- Orders can be placed on telephone, by fax, e-mail, or in person. In case of placing an order by telephone, a written confirmation of the verbal order is required prior to performance. The order shall contain the name and availability of the customer and the contact person, the specification of the required service, as well as the place and deadline of delivery/performance. We provide our customers with order forms for discretionary use.
- Should You have any relevant study-aid, documentation or other material available regarding the ordered work, we kindly ask You to forward it to our office together with the order or, at the latest, prior to the commencement of performing the work so that our performance would meet the utmost requirements of our Customers. The availability of aid-materials is particularly important in case of interpretations.

2. Quotation

- The price to be charged for providing the ordered service is in every case agreed upon with the customer and shall be indicated in the acknowledgement.
- Our prices are quoted in our current price list.
- In case of orders entailing special deadline, volume, topic or field, or other special aspects, we may quote an individual customized price.

3. Acknowledgement, track and trace

A written acknowledgement of the ordered service will be sent in every case to our Customers, indicating the order number, the accepted price and deadline. The service in question can be subsequently referred to, tracked down and traced back by the order number upon the Customer's request. The order number shall be indicated in the issued invoice as well; our registration system in this way enables the subsequent identification of the expert(s) having participated in the work performed.

4. Cancellation

- *Translations:* In case the Customer cancels the order while the material or a part of it has already been translated during the time between the order and the cancellation, the prepared translation shall be invoiced on the basis of the number of characters translated. In case the translation was not commenced at the time of the cancellation, the cancellation shall be free of charge, unless agreed otherwise.
- *Interpretation services:* In case the order is cancelled within one week prior to the performance date, 50 % of the quoted price shall be invoiced. In the case of canceling the order within 72 hours prior to the performance date, the full amount of the quoted price shall be invoiced. In cases not regulated herein, provisions of the relevant legislation in force shall apply.
- *Other services:* as per agreement.

II. Fulfillment

1. Translations

The completed translation will be delivered in the form and time requested by the Customer. This may take place via e-mail, electronic data medium and/or in printed form. In the latter two cases the material prepared may be received personally in our office or will be hand delivered to a designated location by courier or messenger upon request.

2. Interpretation services

The interpreter shall appear at the place and in the time requested by the Customer. During the course of the interpretation the interpreter shall act according to the customers' demands and the professional and ethic rules pertaining to interpretation.

3. Other services: As per agreement.

III. Archiving, confidentiality & privacy

1. Archiving

The completed translations together with the aid-materials and other documents received in electronic format shall be retained. Upon request and on the basis of the order number we can make such materials available to our Customers even after a long period of time.

2. Confidentiality and secret data handling

All documents sent to us are handled confidentially and kept secret even in lack of special request or non-disclosure agreement. Neither the materials in part or whole, nor any information thereto shall be disclosed to any third party without the Customer's written consent.

IV. Invoicing, settlement

- The invoice issued on the service performed may be settled in cash or by bank transfer at the customer's discretion. We shall issue the invoice according to the demand indicated at the time of placing the order.
- Our invoices shall be issued with a 9 days term of payment.
- In case of default payment we shall charge late interest at the rate set forth in the agreement or specified in the relevant legislation.

V. Quality

INTERLEX Communications shall accomplish the orders in accordance with the demands specified by the Customer, having regard to the principles of due diligence and care. Our company strives for ensuring a reliable and constant level of quality and the permanent improvement thereof, depicted in our Mission Statement as well. Should the accomplished work, however, prove not to meet the expected quality requirements or other terms agreed in the acknowledgement through our own fault, **INTERLEX Communications** shall assume responsibility for repairing such fault. We do not assume responsibility and shall not be held liable for consequential damages. In case of legal dispute, resort to a remedy by the fora with jurisdiction and competence, as laid down in the relevant legislation in force, shall be available.

VI. Miscellaneous

For services and issues not regulated herein, agreements concluded with our Customers and the relevant provisions set forth in current legislation shall be applicable.