



General terms and conditions of sale

ORGANISATION

Any task entrusted to Bender & Partner shall involve the establishment of a bilateral agreement signed by the client and containing all the terms agreed and information necessary for the successful completion of the task.

Any task cancelled after the order has been confirmed shall be invoiced in accordance with the following conditions:

TRANSLATION

The number of lines already translated at the time the task is cancelled shall be invoiced.

INTERPRETATION

Cancellation 20 days or more before date set for assignment: 50 % of estimated cost of task.

Cancellation 10 days or more before date set for assignment: 75 % of estimated cost of task.

Cancellation less than 10 days before date set for assignment: 100 % of estimated cost of task.

QUALITY

Bender & Partner works solely with professional translators and interpreters and cannot be held responsible for any complaints concerning nuances of interpretation or style.

Translations: The client must register any complaint concerning possible errors in meaning as soon as a problem arises and no later than two weeks after delivery of the completed work.

Interpreting assignments: The client must make any problem known immediately.

Translations for publication: The client undertakes to have the document proof-read by its foreign subsidiary or correspondent to ensure that the

vocabulary and language usage of the company are respected. As an indispensable aid towards guaranteeing the quality of the text, the client also undertakes to provide Bender & Partner with the proofs of the document complete with layout for proof-reading before it goes to print.

CONFIDENTIALITY

Bender & Partner shall not communicate the contents of any document entrusted to them for translation to third parties not involved in the completion of the task. The same applies to documents provided for the preparation of an interpreting assignment.

TERMS OF PAYMENT

Bender & Partner invoices are payable by cheque or bank transfer within 30 days of the date of the invoice. Invoices settled prior to this deadline shall not be subject to any reduction.

In the case of invoices paid by a third party, the originator of the order shall be jointly responsible for the payment of the work concerned.

The copyright of completed translations remains the property of Bender & Partner until payment is effected.

In the case of delayed payment, Bender & Partner reserves the right to suspend projects in progress. In addition, any invoice remaining unpaid at the payment date indicated on the invoice will lead, without need for a further reminder, to the application of a penalty for late payment calculated at 1.5% of the current legal interest rate. In the case of litigation, the case will fall within the competence of the Commercial Court of Paris.

Read and approved (client)