



# InfoMarex Translations

## *International Translation Agency*

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30 Crodaun, Celbridge, Co. Kildare W23 CA37, Ireland  
t./f. +353 1 627 1249 Ø  
translations@infomarex.com      www.infomarex.com

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### Agency Profile

Founded in 1980, InfoMarex Translations is an international translation agency based in Ireland.

The agency maintains a database in excess of 4,891 professional translators and only accepts on its database those translators who are native to the target language into which they work, and who have more than two years of post-graduate professional experience. The agency handled more than 330 projects in 2016 from single-page documents to lengthy legal contracts, from single translator jobs to multiple translators working as project-coordinated teams on the localisation of a single text into multiple languages, or on long texts, with tight deadlines, requiring a team of single-language translators. In 2016, the firm worked in 57 languages.

Among the 86,000 translation agencies in the world, InfoMarex Translations has consistently enjoyed a position among the world's top 12 agencies as recorded by ProZ, both as an outsourcer of projects to freelance agents and as holding an unblemished record for prompt translator payment.

The firm as a registered business, under the laws of the Republic of Ireland, does not publish its accounts but is debt free and has a record of paying its creditors on the same day on which any invoice arrives. InfoMarex Translations would abhor the revelation of its client list.

Since 1985, InfoMarex Translations has had no need of advertising its services and practically all new clients since that date have come by word of mouth from existing clients. The firm adheres to ISO EN 15038 standards and is generally asked for the translation of accounting, banking, business, finance, legal, localisation, and insurance texts, while providing also a level of *pro bono* work for its supported NGOs and registered charities.

Celbridge,  
Friday, 12 May 2017



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### *Bank details for InfoMarex Translations*

Account name: InfoMarex Translations  
Account address: 30 Crodaun, Celbridge, W23 CA37, Co Kildare Ireland  
Account number: 70 75 71 13  
Bank Sort number: 90 09 14  
IBAN a/c number: IE55 BOFI 9009 1470 7571 13  
BIC/Swift Address: BOFI IE2D  
Bank: Bank of Ireland, Celbridge, Co. Kildare

Registered CRO number 537000  
VAT number IE2682225B

Invoices are payable at 15 calendar days:

- by Irish cheque or Irish bank draft to our postal address above
- by PayPal or Skrill to translations@infomarex.com
- by electronic fund transfer to our bank account above/



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### **Fees charged to Clients and Translation Agencies**

1. Translation fees are charged by InfoMarex Translations by the source word-count. In this way, the client or translation agency will have a clear knowledge beforehand of the cost involved.
2. Documents are sent to InfoMarex Translations in electronic format and, where requested, InfoMarex Translations will always give a 15-day quotation by return in euro, stating the timeframe.
3. **Normal documents of business correspondence**  
InfoMarex Translations' rate per word charged to clients is €0.13 and €0.10 to translation agencies most of the world's principal languages.
4. InfoMarex Translations' rate per word charged to clients is €0.14 and €0.11 to translation agencies for Scandinavian and the lesser-used languages.
5. **Legal, financial, medical, heavily formatted, and technical specific domain documents**  
InfoMarex Translations' rate is normally €0.13 per word.
6. **Proofreading, copy-editing and editing**  
InfoMarex Translations' rate is normally €0.025 per word.
7. **Certificates, diplomas, academic transcripts**  
InfoMarex Translations' fee is €65 per document for the first page and €30 per page thereafter. This includes translation, certification where required, VAT if applicable, and the return of hardcopy printed documents by registered post where required.
8. **Value Added Tax (VAT)**  
Value Added Tax (VAT) is charged in Ireland and within the European Union where obligatory. VAT is not charged to clients or translation agencies outside the European Union.



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### 10. **Minimum fee**

InfoMarex Translations charges a minimum fee of €25 for texts of less than 200 words or one (1) page.

### 11. **Urgent or express texts**

Where the client requests an urgent translation, within a do-able timeframe, InfoMarex Translations charges 50% extra on the normal rate. InfoMarex Translations makes every effort **to avoid** accepting urgent or express texts.

### 12. **Payment of invoices**

Any invoice must be paid within 15 days of the date of the invoice:

- preferably by electronic fund transfer to our bank account whose details are always given on the invoice,
- by PayPal or Skrill to translations@infomarex.com
- by Irish cheque or Irish bank draft to our postal address.

13. Regrettably, non-Irish cheques or bank drafts are not acceptable as the bank lodgement rates are too expensive.



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### GENERAL INSTRUCTIONS FOR TRANSLATORS

1. **DOCUMENT FORMAT**

A document should always be returned in the same format, *for example*, an MS.docx should be returned as an MS.docx

It is absolutely incorrect, to return an MS.docx in any other format such as an MS Excel.xlsx or as an Acrobat.pdf file.

**Reason:**      The client expects to receive a document generally in an editable format.

2. **FILE NAME**

The translator should always return the translated file with the same name, only changing the final two-letter ISO-language designation, *for example*, to return a French translation of a German file, the original File-DE.docx should be returned as File-FR.docx

**Reason:**      The client should be able to recognise the incoming file as having been translated.

3. **INVOICES**

The translator should always return an invoice to InfoMarex Translations with the translated file or the last translated file of a batch of files for payment by return.

It is our policy that any transfer fee attaching to a bank transfer or PayPal is always paid by InfoMarex Translations.

**Reason:**      It has been InfoMarex Translations' policy for years to pay the translator on receipt of a translation. InfoMarex Translations does not keep what is generally called a 'creditor's ledger'.

*(A number of translators, however, prefer for their own convenience to invoice their tasks monthly on a single itemised invoice. See Item 4 as follows. This is okay, if InfoMarex Translations is told in advance.)*



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#### 4. **INVOICES AT 15 DAYS**

On occasions, when there is a team of translators working on multiple files in a project of multiple languages, the translator may be told of, and agree to, payment at 15 days. However, this latter procedure is the exception to the above rule.

**Reason:**      The translator will readily understand that in this instance within a large project, a file-by-file invoice does not work.

#### 5. **LANGUAGE SUFFIX**

On completing the translation of a file, please **ALWAYS** change the final ISO-language designation of the file to that of the target language, *for example*, to return an English translation of a Spanish text, the File-ES.docx on translation becomes File-EN.docx

**Reason:**      This is to avoid the danger of an incoming translated file with the same original language name and suffix overwriting the original file.

#### 6. **LOGOS, SIGNATURES, EMBLEMS, etc.**

All non-text items in legal translations **must** appear in *italics* in the translation between brackets or similar, translated into the target language as [Logo], [Emblem], [Shield], [Illegible signature], [Illegible initials], [Fiscal stamp], [Stamp/seal with the words "..."].

Please note that a '**seal**' is the official mark of an entity, while a rubber ink '**stamp**' is merely a pre-inked impression placed on a document for the sake of convenience or information.

A translator may wish to insert 'round, oval, rectangular' before the word 'stamp/seal', *etc.*

**Reason:**      The target text must appear in both translation and format to be as accurately close as possible to its original.



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7. **SUBJECT LINE**

Keep the same Subject Line, e.g. **InfoMarex Translation Job 49001: RU >DE**

**Reason:**      Without the correct Subject Line, and particularly without the job number, the file is filtered to a general Inbox and not to the correct sub-directory.

8. **PDF, TIF, JPG, or image files**

The translation of words in picture files such as .tif, .jpg, .jpeg files, *etc.*, for should come back as a separate line or lines in the document, or if necessary as a separate MS document.

**Reason:**      The client expects to receive back a translated document which can be understood and capable of being changed or overwritten.

9. **TRANSLATOR NOTES**

The translator should avoid, whenever possible, putting notes in the footer of a text with the following exception.

**Exception:**      When the source document is multilingual, and the target document is monolingual, the visual 'loss' of text must be explained in the reader's target language.

**Example:**      *[Translator's note: the original of this document was written trilingually in German, French and Italian.]*

***Nota bene:***      If any one of the above instructions is **not** clear, please let us know at **instructions@infomarex.com** and we shall re-word the text to improve clarity.

Celbridge  
Friday, 12 May 2017





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### **Terms and Conditions of Business for 2017**

#### **1. Registered name**

InfoMarex Translations is a registered business name in the Republic of Ireland, number 143258.

#### **2. Services**

InfoMarex Translations offers its services both as a translation agency and an international database of translators;

- 2.1. As a translation agency, InfoMarex Translations provides a language translation service from a panel of over 4,884 available professional freelance translators at its disposal, who work in 234 language pairs;
- 2.1. Each of InfoMarex Translations' own projects has its own contract, agenda sheet, rate and deadline agreed, normally by email, between itself and the client;
- 2.1. InfoMarex Translations, being aware that translators are freelance, does not guarantee that any translator is fully and specifically available at any time for any project;
- 2.1. InfoMarex Translations is not liable for any translator who declines to accept a project from a client; and
- 2.1. InfoMarex Translations does **NOT** provide interpreters or an interpreting service, and works exclusively with written documents.

#### **3. Translators / Agencies**

A translator or agency, on the InfoMarex Translations database:

- 3.1. is charged no fee whatsoever when registering data on the InfoMarex Translations database;
- 3.2. is required to be of professional standing and to act at all times in a professional manner;
- 3.3. is required to have a minimum two years' professional translation experience after graduation from university, or to have a minimum of five years' professional experience where there is no third-level degree;
- 3.4. must provide a personal *Curriculum Vitae* (CV) or an agency *Profile* to InfoMarex Translations which is kept in InfoMarex Translations' archives and whose update may be requested by InfoMarex Translations at any time.
- 3.5. is deemed to have read these Terms and Conditions of Business upon registering on the InfoMarex Translations database; and
- 3.6. is always bound by these Terms and Conditions of Business while on the InfoMarex Translations database.



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#### 4. **Clients**

- 4.1. are charged a fee for the professional translation work done;
- 4.2. are charged according to the final word count of the target non-Western alphabetic language or by the source word count for other languages;
- 4.3. are informed of source or target language as a basis for price quotations; and
- 4.4. shall be understood to have read and agreed with these Terms and Conditions of Business in using or availing of the services of InfoMarex Translations.

#### 5. **Business Conduct**

- 5.1. InfoMarex Translations' business is conducted by email and via the internet subject to the laws of the Republic of Ireland;
- 5.2. InfoMarex Translations voluntarily subscribes to the *Code of Practice* of the Irish Translators' and Interpreters' Association, and endorses ProZ's Professional Guidelines; and
- 5.3. InfoMarex Translations adheres to the provisions of the European Committee for Standardization EN 15038 standard for translation agencies.

#### 4. **Value Added Tax**

- 4.1. InfoMarex Translations is registered for Value Added Tax (VAT) in the Republic of Ireland with VAT number IE2682225B
- 4.2. InfoMarex Translations **MUST** charge Irish VAT at 23% on invoices to
  - 4.2.1. all Irish clients who are registered or not for VAT;
  - 4.2.2. European Union clients who are not registered for VAT;
- 4.3. InfoMarex Translations does **NOT** charge VAT to:
  - 4.3.1. Certificate-exempted VAT clients in the Republic of Ireland;
  - 4.3.2. European Union clients, outside Ireland, who are registered for VAT in their own jurisdiction and who provide a current VAT registration number; and
  - 4.3.3. Clients in countries outside the European Union.

#### 5. **Client invoicing**

- 5.1. InfoMarex Translations' own invoices to clients are payable upon presentation or by agreement at 30 days from date of invoice;
- 5.2. Clients are requested not to take more than 30 days credit from date of invoice without prior agreement with InfoMarex Translations;
- 5.3. Invoices may be paid by bank draft, money/postal order, PayPal, Skrill or by secure electronic funds transfer (EFT) as indicated on each individual invoice;
- 5.4. Invoices are sent in electronic format and attached as MS Word documents to an email; and
- 5.5. Should a client require an invoice in hardcopy by mail/post, such an invoice must be requested specifically.



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### 6. **Performance**

- 6.1. Work is carried out to the specifications and deadline of the client as agreed and confirmed by InfoMarex Translations on a specific Agenda Sheet for each project or job;
- 6.2. Amendments to the original work order or Agenda Sheet shall always carry an equal amendment to the original deadline; and
- 6.3. Any change to original client specifications is always confirmed by InfoMarex Translations by email to the client.

### 7. **Severance**

- 7.1. If at any time any provision of these Terms and Conditions of Business is or becomes invalid, illegal or unenforceable in any jurisdiction in any respect, the validity, legality and enforceability of the remaining provisions thereof shall not, in any way, be affected or impaired thereby.

### 8. **Force majeure**

- 8.1. shall be accepted, in its international definition, as conditions outside the control of InfoMarex Translations;
- 8.2. shall include lock-out, lock-in, industrial dispute, civil commotion, natural disaster, acts of war, inclement weather, computer or mechanical breakdown, illness and any other situation which can be shown to have materially affected either InfoMarex Translations' or the translator's ability to deal with the project as agreed;
- 8.3. shall be communicated by a translator without delay by email, by phone or by facsimile, personally or by a third party;
- 8.4. shall entitle both the translator and InfoMarex Translations to withdraw from any project;
- 8.5. shall entitle the client to withdraw from a project paying however for the work already completed; and
- 8.6. shall not deprive any translator of any monies due on partially completed work.

### 9. **Applicable law**

- 9.1. Any and all jobs accepted by InfoMarex Translations are governed by the laws of the Republic of Ireland, and all translators and clients are deemed to have read, understood and agreed to our Terms of Business.
- 9.2. Any dispute arising which involves InfoMarex Translations under any contract entered into by InfoMarex Translations shall be governed by the laws of the Republic of Ireland and the Courts of Ireland shall have exclusive jurisdiction to resolve any dispute;
- 9.3. The Republic of Ireland is a Member State of the European Union and European Law, where applicable, shall apply;



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- 9.4. The general conditions of service of InfoMarex Translations will be interpreted in accordance with the laws of the Republic of Ireland and do not alter or limit the statutory rights of the translator or client; and
  - 9.5. InfoMarex Translations' Terms and Conditions of Business shall be taken as read by any and all translators or clients who use or avail of the services of InfoMarex Translations, and are written only in English.
10. **Changes to these Terms and Conditions**
- 10.1. These Terms and Conditions of Business may be changed from time to time;
  - 10.2. When such a change occurs
    - 10.2.1. an email will be sent to the principal email address as given by each translator;
    - 10.2.2. an email will be sent to the email address of the client's usual contact as entered in the database;
    - 10.2.3. a general notice will be placed on the Home Page of the InfoMarex Translations website; and
  - 10.3. Such an email and such a posting of the Terms and Conditions of Business shall be taken as due notice.
11. **Frequently Asked Questions – FAQs**
- 11.1. Further information on InfoMarex Translations may be obtained on the agency's website at [www.infomarex.com](http://www.infomarex.com)
  - 11.2. Many questions can be answered by simply putting the key word(s) in the Search Box on the InfoMarex Translations' website's Home Page at [www.infomarex.com](http://www.infomarex.com) which then shows those webpages where the word(s) or phrase occurs.

Celbridge,  
Ireland

Friday, 12 May 2017