

General Terms and Conditions

1. Scope of Application

These General Terms and Conditions apply to all translation and linguistic services provided by **Beauty Translations** (“the Provider”) to its clients (“the Client”), unless otherwise agreed in writing. Any changes must be confirmed by both parties in writing.

2. Service Quality

Translations are carried out by professional translators working into their native language and specialized in the relevant subject area. Where requested, proofreading or stylistic editing may be performed by a second qualified linguist.

Unless otherwise agreed, translations are delivered electronically to the email address specified by the Client.

3. Confidentiality and Data Protection

Beauty Translations will treat all documents and information received from the Client as **confidential**.

Personal data is processed in accordance with:

- Regulation (EU) 2016/679 (GDPR), and
- Spanish Organic Law 3/2018 on Personal Data Protection.

Where the Provider engages subcontracted translators, they are bound by **written confidentiality and data protection obligations equivalent to those of the Provider**. Personal data is used only for the performance of translation services and not disclosed to third parties except where required for the service or legally mandated.

A **Data Processing Agreement (DPA)** is available upon request.

4. Fees and Payment

Prices are determined based on word count, language combination, and service level. All rates are **exclusive of VAT**.

- Spanish VAT (IVA) at the applicable rate will be charged unless the Client provides a valid **intra-EU VAT number** or a **non-EU billing address**.
- Payment is made by bank transfer and is **due before** work begins, unless otherwise agreed.
- The Provider may subcontract services to qualified third parties.

5. Delivery and Delays

Delivery times are agreed in advance. If a delay is directly and solely attributable to the Provider, the Client may request a reimbursement of **5% of the project fee per full business day of delay**, up to a maximum of **100% of the project fee**.

“Business days” are Monday to Friday, excluding national and local holidays in Spain.

6. Client Obligations

The Client must provide all necessary reference materials, terminology, and instructions needed to execute the work.

7. Complaints and Corrections

The Client must notify any complaint regarding the delivered work **within 15 calendar days** of delivery, in writing, including:

- Client name
- Job reference
- Description of the issue

The Provider will review the complaint and, where justified, will correct the translation at no additional cost. If correction is not possible or satisfactory, reimbursement may be issued up to a maximum of **the original invoice amount**.

After the 15-day period, the work is deemed **accepted**.

8. Cancellation

If the Client cancels a confirmed order:

- Completed work will be invoiced **at the agreed rate based on completed word count**.
- Uncompleted work may be subject to a **cancellation charge of 50%** of the remaining project value.

Work in progress may be suspended in case of late payment.

9. Liability

The Provider is liable **only for direct damages** resulting from proven **fault or negligence**, and liability is limited to **the invoiced amount of the specific assignment**.

The Provider is **not** liable for:

- Indirect or consequential damages (e.g., loss of profits, reputation, or commercial use),
- Errors caused by unclear, incomplete, or incorrect source texts,

- Stylistic interpretation preferences,
- Transmission errors (email, network errors, carrier delays) beyond its control.

This limitation does **not** apply in cases of **intentional misconduct**.

10. Applicable Law and Jurisdiction

These Terms and Conditions are governed by Spanish law.

Where both parties act in the course of business (**B2B**), any disputes arising from this agreement shall be submitted to the **Courts of Murcia, Spain**.

If the Client is a **consumer**, the competent courts are those of the consumer's domicile.

End of Terms