

Customer Care: Welcome Kit for Translation Customers

We've put together a welcome kit for our translation customers to put all the information you might need to know about working with us in one simple, easily accessible package!

ORDERING TRANSLATIONS

We make ordering your translations as fast and painless as possible for you.

1. You request a quote by phone, e-mail or through our easy [translation quote form](#).
2. We provide a quote based on the size, turnaround time, and technical nature of your document(s).
3. You approve the quote in writing (usually by e-mail or fax) and forward payment as necessary.
4. Once payment is received, we can begin working on your document and you'll soon have the high quality translation you requested.

You have our guarantee that your translation will be on time, every time. If for some reason we fail to deliver your translation on time, it won't cost you a penny! Learn more about our *new* [Reliability Guarantee](#).

SERVICE AREAS

We can handle your document translations whether you're in town or across the continent! We currently serve clients throughout Canada, the United States, Europe and South and Central America. We can conduct business with virtually anyone if he or she has access to the Internet.

We use e-mail, phone, Skype (phone/video), and postal mail to communicate with our customers, stay in touch, and keep them up-to-date on the progress of their translations.

TERMINOLOGY LISTS

Upon request, we provide bilingual lists of your specialized terminology if you have ongoing terminology needs. Ask us and we'll take care of building a customized list for you, updating it regularly, and sharing it with you so you can ensure consistent terminology across all your documents.

INVOICING AND PAYMENT INFORMATION

Payment Terms

Full payment is required from new customers.

A 60% deposit is required for large projects before work can begin. Payment of the balance is due upon receipt of the completed files (within 5 days).

Regular clients with ongoing translation requirements can set up a monthly account with us for weekly or monthly billing. Please contact us if you're interested in setting up a monthly account for your company.

Invoicing Terms

We provide invoices for every translation request and if you're a business, you can usually deduct this as a business expense on your annual taxes.

Regular clients that have set up a monthly account with us have 30 days to submit their payments.

All other invoiced translations are due 5 days after being sent. Late fees of 1.5% (monthly) or 18% (annually) will be levied on all unpaid invoices. Interest will be calculated from the date the invoice was sent.

Payment Methods

Canadian customers: We accept e-mail money transfers (available directly through your online bank account), PayPal, all major credit cards (through our PayPal account)*, cheques drawn on a business or corporate account, certified cheques, bank transfers, money orders/bank drafts and cash (in person only).

American or US-based customers: We accept PayPal transfers or payments with any major credit card via PayPal.

* Please note that since PayPal levies charges on merchants who accept credit cards, we do have to charge a fee to process credit card payments.

Sales Taxes

All prices are quoted in Canadian (CAD) or U.S. dollars (USD), unless otherwise stated.

For clients in Canada, all services are subject to HST (13%) as of July 1, 2010.

Clients in the US do not pay sales tax.

Other Terms

Delivery Format: Our prices are based on the cost of delivering your document translation(s) electronically by e-mail. Additional costs for faxing, printing and/or shipping may apply for delivery of your translated document(s) in hard copy format.

Early Cancellation: Any project that is terminated for any reason whatsoever after the translation quote has been approved and work has begun will be subject to a cancellation fee PLUS the cost of any work that has already been completed. Currently, we impose a \$45.00 early cancellation charge.

CONFIDENTIALITY AND PRIVACY PROTECTION

Plush Text Communications is fully committed to privacy and warrants that any individual, company, client, personal, business or corporate information that is shared with Plush Text Communications will be handled appropriately and confidentially.

CONTINUOUS FEEDBACK

We continuously work to improve our processes and procedures. Tell us what you liked about working with us. Tell us what you didn't like. Help us improve the way we do business with our customers by sharing your feedback with us. E-mail us at hello@plushtext.com, call us at 705-812-2619, or ask us to send you a copy of our Customer Satisfaction Survey and remain anonymous.

You've made a great decision to work with us at Plush Text Communications. And we're grateful you continue to trust us to deliver your projects as promised, on time and on budget.

Have a question about something that isn't listed here? Feel free to visit our [FAQ page](#) or call us for more information.