

TERMS AND CONDITIONS

1. DEFINITIONS:

'Your International' or 'Company' means the company Your International (registered in The Netherlands, chamber of commerce nr. 68348711, establishment number 000036798681.

'Client' means customer of Your International, may be individual or corporate entity, the client is person/corporate entity for whom the service is being provided.

"Translate", "Translated" and "Translation" rendering information from the source language into the target language in written form. A "Translator" is defined as the person who translates.

"Source Text" is defined as any document, which is to be translated.

"Source Language" is the language in which the Source Text is written.

"Source Material" is defined as any document provided by the client to the company.

"Target Language" is defined as the language into which the source text is rendered.

"Target Text" or "Completed Work" are defined as the result of Translation, whether revised or not.

"Order" is defined as a confirmed request to the client from the company to perform a translation accordance with the terms and conditions. An order shall only be deemed valid when the company receives a purchase order from the client, in writing.

"Revise", "Revised" or "Revision" are defined as an examination of a translation for its suitability for the agreed purpose, comparing the source text and target texts and taking corrective measures accordingly. A "reviser" is someone who revises.

2. GENERAL

All translation requests must be accompanied by an order including the price established by both parties, client and company. This order must be sent to company by regular mail or e-mail; we reserve the right to refuse to start a job without an order.

The client shall be solely responsible to provide the company with any brochures, literature, website addresses, glossaries, term bases, style guides or any other pertinent reference material which has bearing on fulfilment of an order. Without such provision from the client, the company shall not be liable for errors, omissions or subjective translation preferences of the client.

Technical documents must be accompanied by reference documents supplied by the client and/or drawings or diagrams that provide a better understanding of such documents.

Any information provided on the company's, websites, social media accounts or other published material shall be understood as a general description and for informational purposes only and therefore shall have no legal bearing on the Terms and Conditions or any order.

The client shall guarantee that any source text, source material or other communication or material, submitted to the company, shall not contain anything of an obscene, pornographic, blasphemous, illegal or libellous nature, as deemed by the company. Client shall ensure that source text, is provided to company in editable text format i.e. Word Document.

3. FINANCIAL

The cost of a translation is calculated using the count of words in the source language, multiplied by 11 cents, unless otherwise previously established in writing.

In the event that a client cancels an order, all work already effected shall be billed at 100%, while work which is suspended shall be billed at 50%.

Unless otherwise specified, all completed work must be paid within seven days from the date they are sent to the client.

Any late payment or failure to pay shall be cause for immediate collection of the entire amount due from the client, without previous notice or other formalities. Moreover, the client must reimburse any expenses Your International incurs to settle the case.

All work in progress and all orders in progress shall be suspended in the event of late payment.

Only written agreements between the parties shall be taken into consideration. In the event of failure to pay, all representation of partial or total reproduction of such translation shall be deemed illegal. Your International reserves the right to request of a client who uses unpaid material the immediate payment of the translation and compensation for copyright where applicable.

Company charges and receives payment in any of the following currencies: £ GBP; € EUR or \$ USD. Exchange rates and currency conversions shall be determined by the website of XE.COM INC., located at www.xe.com and are set at the specific day of the Order. An exchange rate or currency conversion shall not be negotiable retrospectively.

All prices quoted are not inclusive of VAT or equivalent sales tax in other jurisdictions.

All Orders are subject to a minimum charge of €40 EUR or equivalent in £GBP or \$ USD.

Payment of an invoice is accepted by means of Paypal or direct bank transfer.

4. CONFIDENTIALITY

Company nor client) may use any of the other party's confidential Information and neither party shall disclose any of the other party's confidential Information to any third party.

Either party may disclose the confidential Information of the other to its employees, officers, representatives, advisers, agents or subcontractors who need to know such information for the purposes of carrying out the obligations of that party under the contract.

Each party shall ensure that its employees, officers, representatives, advisers, agents or subcontractors to whom it discloses confidential information comply with this condition 4.

5. OBLIGATIONS

Company shall ensure that translation and completed work are carried out using reasonable skill and care. Company shall Translate each source text for clients who are deemed not to be a translation agency, translation company or other language services entity.

Company shall, using all reasonable care and skill, deliver completed work to the client in the requested file format and appropriate style, fulfilling the requirements of the order, so far as is reasonably practical.

The company shall endeavour, using all reasonable care and skill, to deliver the completed work within the agreed time period, in accordance with the order and shall inform the client in good time and in writing, if delivery of completed work shall be delayed, stating the reason for the delay and giving a estimated time of delivery.

The company shall not be liable to the client for any innocent or negligent misrepresentation by virtue of any statement made on behalf of the company prior to acceptance of the order and delivery of the completed work, whether orally or in writing. The client shall not cancel the order on grounds of any such misrepresentation.

The company does not warrant the following:

The completed work meets the specific requirements of the client; the operation or function of completed work delivered to the client will be uninterrupted or error free; the source text, source material or any communication between the company and the client will be free from the risk of interception, even if transmitted in encrypted form.

Delivery of completed work to the client shall be, by default, via means of electronic mail, or if requested otherwise, only with the agreement of the company. In the case of delivery by registered post the cost of postage shall be borne entirely by the client. The client shall confirm in writing to the company that completed work has been received and the order has been fulfilled in its entirety by the company.

The client shall bear all costs associated with printing and binding of completed work.

The company shall, using all reasonable care and skill and as far as is practical, ensure that all detailed instructions from the client are followed for each order. The company shall not be liable for

any loss incurred to the client due to details or instructions from the client in an order, which are omitted, illegal, unclear, misleading, imprecise, contradictory, or erroneous. the company shall endeavour to make every practical and reasonable effort to seek clarification from the client in such cases.

6. FORCE MAJEURE

If the client fails to meet its obligations, if the client is declared insolvent or bankrupt or if a petition is filed for the client's compulsory liquidation or bankruptcy, if the client applies for or obtains a moratorium, if the client is subject to an arrangement under the debt rescheduling regulations for natural persons or if the Client's company or business is liquidated, the Translation Company shall have the right, without being required to pay any compensation, to dissolve the contract in whole or in part or to suspend performance of the contract. The company shall in that case be entitled to demand immediate payment of any outstanding amounts.

7. DISPUTE RESOLUTION

Complaints shall only be taken into consideration if received by e-mail within seven days of delivery of completed work. All complaints must be accompanied by the original documents, disputed translations, and a letter of explanation. Once the above time period has elapsed, the translation shall be considered correct.

The company shall not be liable to amend completed work, if the seven day calendar period has passed. In such cases, additional amendments to completed work, requested in writing by the client, shall be on a chargeable basis and at the discretion of the company.

Company shall not be held liable for translations which are not stylistically satisfactory according to client. Particularly for advertising and promotional material, the services Your International shall be limited to simple translation, unless expressly requested. Your International shall not be liable for drafting the translated text in, for example, an advertising style that is different from the source text. Our liability shall be limited to the amount of the invoice.

Your International shall not be held liable for any delays caused by malfunctioning faxes, modems, e-mail and/or other mail or carriers, not directly controlled by Your International.

The company shall not be liable for the loss, corruption or interception of the source text, source material or of the completed work during transmission.

In the case of revision: the client shall allow the company reasonable and sufficient time to examine the full report and return to the client, in writing, a detailed response to each alleged error and/or omission. Should the client accept the responses from the company, the client shall allow the company reasonable and sufficient time to correct agreed errors and omissions and return the revised completed work to the client.

The Company shall not be liable to amend any completed work for any alleged errors which are subjective or preferential words or terms;

The company shall not be liable for errors, omissions or illegible text in the client's source text, source material or any other communication from the client.

If the Client does not agree with a response to any alleged errors and/or omissions detailed by the Company in its written response, then the Company shall, at its sole discretion, employ the Revision services of an independent third party Translator who has experience and/or formal qualifications in the subject matter of the disputed Order and is a native speaker of the Target Language to assess the Company's proposed amendments. The neutral third party Translator shall be appointed as an expert, in an advisory capacity only and not as an arbiter. The decision of the neutral third party

Translator shall not be final and binding. If the neutral third party Translator shall consider any alleged errors in the Completed Work to be valid, then the Company shall endeavour to rectify Completed Work in a professional, fair and timely manner and shall do what is deemed reasonable and practical to resolve the matter. The total cost of the neutral third party Translator shall be borne equally by the Company and the Client. The Company and the client shall consider objectively and professionally the decisions and recommendations of the neutral third party translator and when agreement has been reached between the company and the client, the client shall allow the company to make the requisite changes to the completed work.

Any dispute or formal submission of a complaint concerning completed work from the client, within the prescribed time period, does not relieve the client from their payment obligation for each disputed order and any additional late payment interest accrued;

8. GOVERNING LAW

The legal relationship between the client and the translation company shall be governed by Dutch law.

A copy of the terms and conditions will be made available upon request free of charge.