

Chinese Translation and Interpreting Service (CTIS) Terms and Conditions/Disclaimer

Once an official order has been placed, a client acknowledges that he/she has read, understands, and agrees to be bound by CTIS Terms and Conditions/Disclaimer described below.

While CTIS makes every effort to ensure high-standard translation, any complaint relating to translation work carried out shall be made by the client to CTIS within 30 days of the date of delivery of the translation. A correction will be made by CTIS at no charge, within a reasonable timeframe.

CTIS endeavors to provide high quality, accurate translation services. However, please understand CTIS shall not be responsible for any loss or damage caused by the translation work offered by CTIS and the liability of CTIS is limited to the amount the client paid, if any, for use of the service offered by CTIS. CTIS shall not be liable for any delay or failure to perform services caused by a circumstance beyond the control of CTIS, including but not limited to, natural disasters such as earthquakes, human events such as wars, and performance failures outside the control of CTIS, such as interruption of power supplies.

If the client, for any reason, needs to cancel the order, the client must send CTIS a cancellation email. The client will be charged pro-rata for the work already done (including preparatory work and time to enable the work) by the time we receive the cancellation email.

*CTIS is a trading name of TranslationWorks Australia Pty Ltd