

## GENERAL SALES TERMS AND CONDITIONS

These General Sales Terms and Conditions apply to all jobs carried out by **HARUKI TRANS** for its clients.

All translation requests shall be accompanied by an Order including the price agreed upon by the Parties. This Order shall be sent to **HARUKI TRANS** by the regular mail, e-mail or fax; we reserve the right to refuse starting a job without firm Order.

Technical documents shall be accompanied by the reference documents supplied by the Client and/or drawings or diagrams to ensure a better understanding of such documents.

All translations shall be invoiced based on the number of words in the source language, unless agreed upon otherwise previously in writing.

In the event that a Client cancels an order, all work already effected shall be billed at 100%. Work being suspended shall be billed at 50%.

Unless agreed upon otherwise, all invoices shall be paid within ten working days of the issue date.

Any late payment or failure to pay shall represent a cause for immediate collection of the entire amount due from the client, without previous notice. **HARUKI TRANS** reserves the right to request an overdue interest calculated according to the official rate of a major international bank.

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

**HARUKI TRANS** shall not be held liable for any reason whatsoever for translations which are not stylistically satisfactory. Particularly for advertising and promotional

material, the services of **HARUKI TRANS** shall be limited to a simple translation, unless expressly requested otherwise.

Complaints shall only be taken into consideration if received by the registered mail, e-mail or fax within seven days of delivery of the job or part thereof. Once the above time period has elapsed, the translation shall be considered correct.

If the Client is not satisfied with the job performed and provided that a claim is brought to our attention within established deadlines, **HARUKI TRANS** agrees to deliver, at its own expense and as soon as practical, a revised version of the disputed translation. Should the revised translation not be satisfactory, **HARUKI TRANS** agrees to reimburse a part or the whole value of the translation at its sole discretion.

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

Defects present in a part of translation shall not represent grounds, for any reason whatsoever, for questioning the entire translation. **HARUKI TRANS** reserves the right to make modifications in such cases.

In the event that the Client fails to pay, all representations and partial or total reproductions of such translation shall be illegal. **HARUKI TRANS** reserves the right to request a client who uses unpaid material for an immediate payment of the translation and compensation for copyright, where applicable.

**Olomouc**  
August 1, 2007