

General Terms and Conditions

1. General terms and conditions

Our General Terms and Conditions apply to all contracts with the customer.

The customer's General Terms and Conditions shall not form part of the contract.

2. Quotations and order acceptance

Our quotations are without obligation. Orders will only be deemed to have been accepted when they have been confirmed in writing by Fremdsprachendienst Gabler within 14 days.

3. Quotations and prices

All the prices given in our quotations are net prices without value added tax.

4. Delivery dates

Fremdsprachendienst Gabler endeavours to complete orders in a most careful manner and within the shortest possible time. Where no specific date of delivery has been agreed to in an individual contract, it is the responsibility of Fremdsprachendienst Gabler to determine the delivery date. Where the noncompliance with a date of delivery is due to force majeure, we are entitled either to withdraw from the contract or to demand that the customer grants a reasonable extension of time. In the event that Fremdsprachendienst Gabler is granted a reasonable extension of time under the threat of rejection, a period of at least 14 days may be considered reasonable.

5. Payment

Bills from Fremdsprachendienst Gabler shall be settled without deduction within 14 days through payment to the following account:

Banking connection: Stadtparkasse Augsburg
BLZ (bank code) 720 500 00 Account: 2632727

6. Liability

Fremdsprachendienst Gabler takes the utmost care to ensure the quality of its services. However no liability is assumed for damages resulting from translation or interpreting mistakes. This exclusion of liability does not apply to damages resulting from intent or gross negligence on the part of Fremdsprachendienst Gabler or its agents.

7. Layout

The layout of written translation products is the responsibility of Fremdsprachendienst Gabler.

8. Complaints

Complaints can only be made within a period of two weeks after the translation has been handed over or posted. They have to be justified in a competent manner and presented in writing. In any case we have a right to undertake a revision within a reasonable period. Where the customer does not wish any corrections to be made, he is not entitled to reduce the fee or deny payment.

9. Cancellation

Should the customer revoke an order that has been placed without being entitled to do so by law or under the terms of the contract, he has to bear the costs which have accrued up to this point in time and pay for any parts of the translation which have been produced by this point in time.

10. Place of discharge and place of jurisdiction

Place of discharge and place of jurisdiction is Augsburg, where no other statutory provision applies.

11. Performance

The contents of all translations and interpreting assignments shall be treated in strict confidence and produced to the highest possible standards. Where no other instructions or documents are provided, technical terms will be translated according to the lexical version which is generally tenable and generally comprehensible. Unless determined otherwise, translations will be written in continuous text with approx. 55 gross strokes per line. In the case of extensive or long-term texts we shall, at agreed intervals, issue intermediate invoices as a function of the progress of work.