



GoLanguages.com

The brand leading specialists for translation, proofreading, editing, technical authoring and copywriting.

Today is your day. It's all about you.

Choose GoLanguages.com and
love your language experts.



Welcome to GoLanguages.com, a company that is passionate about offering two things: linguistic excellence and outstanding client service. Through expert project management, we provide world-class language services to corporate clients using our global network of highly qualified professional linguists.

Trust us and you'll never have to worry about your company's documentation again. Our brand leading reputation guarantees that your work will be delivered on time, to budget, and to the exacting standards that you demand.

We always deliver high quality work

Our clients will tell you that we always deliver high quality work and first class client service. Driven by our determination to excel in everything we do, we invest heavily in our linguists, IT infrastructure, and staff development. We'll surpass your expectations.

We always deliver to budget

If a project exceeds the costings initially provided, we'll cap the final invoice so that you won't face any unexpected fees. 100% guaranteed. No hidden fees.

We always deliver on time

Deadlines. They're critically important. When you're about to launch a product, attend a meeting, or sign a contract, you want to be confident that your documentation will be ready for you on time, every time. We always respond to client emails and requests within one working hour and agree deadlines at the start of a project. A deadline made is a deadline met.

We're used to working with demanding clients

We work with some of the world's biggest, best and

most demanding companies. Our client list includes Sony Ericsson, Motorola, Haymarket, Chrysler Jeep, IBM, Redwood New Media, and Hitachi Global Storage Technologies amongst others. Our clients keep working with us because we offer a uniquely professional, reliable and efficient service.

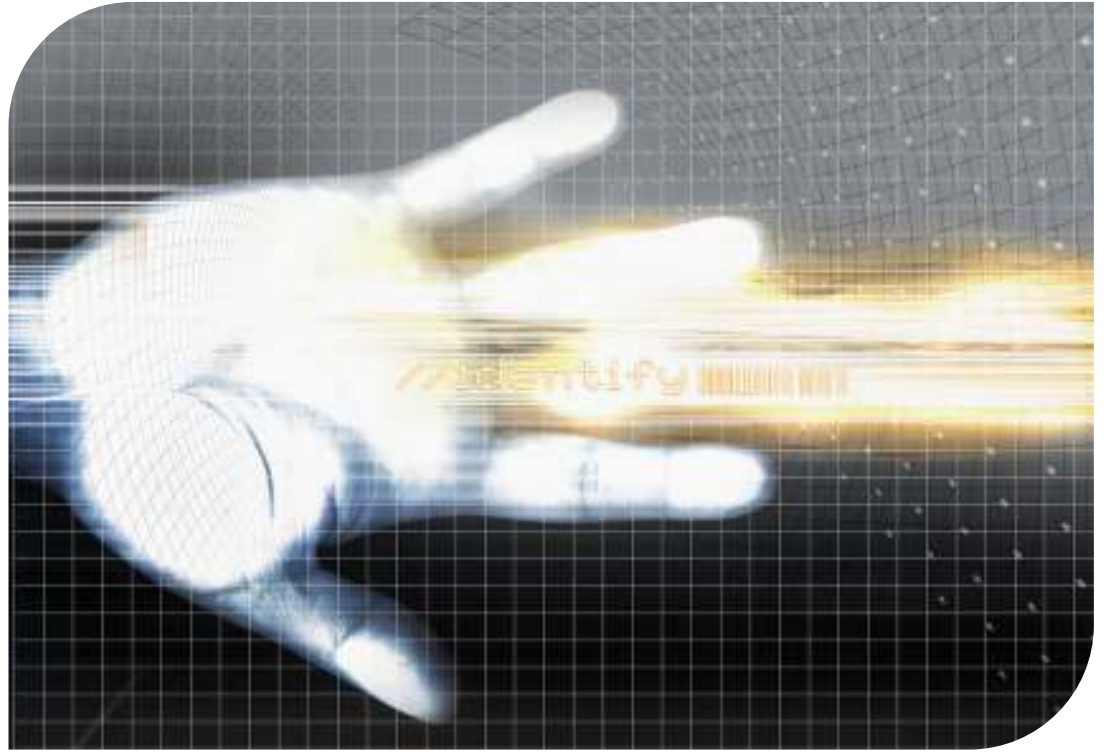
We use in-country, mother-tongue linguists

We place over 98 percent of our work with linguists living and working in the target language country, giving our clients access to contemporary copy for the market that they're targeting. Our linguists only work into their own mother-tongue language.

We don't subcontract our clients' documentation to unqualified people

Sad but true: there are agencies around the world that either subcontract their clients' projects on the internet to the lowest unqualified bidders, or to call-centre agencies using non-native speakers in countries such as India and Thailand. Work is often completed by people who have no language skills, no linguistic qualifications, no professional training, and no subject knowledge. If your work is being subcontracted on the internet by your current agency, then you're wasting your company's money and getting an inferior and sub-standard product.

[If your company deserves the best, then choose GoLanguages.com and love your language experts.](http://GoLanguages.com)



Look at some of the companies our linguists have provided work for. Now you can see for yourself why it's a good idea to choose GoLanguages.com.

Azko Nobel	BP	Chrysler Jeep
ENI	Fujitsu	Hitachi
IBM	iSoft	Motorola
Sharp	Smiths Industries	Statoil
Sony-Ericsson	Toshiba	Volvo

"The Italian is perfect!"

IBM – Italy

"Thank you for your excellent work and meeting our deadlines"

"What a company! Thanks"

Motorola – UK

"The translations are fantastic."

Sony Ericsson – UK

"Your translation service is excellent."

Volvo Cars – Sweden

“Thank you once again for being a joy to work with! Your service has been excellent and I would unreservedly recommend you to anyone.”

Onsite Promotions – UK

“All the translations seem perfect. I’ve had native speakers all over the place having a look, and to date not a correction to be made. Much easier than I anticipated!”

Crown Guardians – UK

“Thank you for your immaculate service.”

“Thanks - your service is brilliant!”

Azko Nobel/Almedica – UK

“Thanks very much for your swift service - much appreciated.”

Pegasus Medical – UK

Exquisite Translation Services

- All language work is carried out by linguists who have internationally recognised academic and professional qualifications, and who only work into their mother-tongue language.
- All linguists have membership of one or more professional body, such as the Institute of Translation and Interpreting, or a mother-country equivalent where available.
- All linguists have specific industry and subject experience relevant to a given project.
- Over ninety-eight percent of linguists live and work in their mother-tongue country.
- Over a series of projects, we learn each client’s in-house preferences so that our individually tailored work is reliable, accurate and relevant.
- Our control procedures ensure that projects meet strict performance criteria at all times in terms of accuracy, fluency and delivering work to agreed schedules.
- Our project management tools can track and update hundreds of files for each client.
- Client confidentiality is maintained at all times.

“FYI feedback from the validator was great and very pleased with the quality: so much so that he changed nothing.”

- HGST, USA

Project Management

- Clients usually send their projects to us by email, fax, or hard-copy.
- We rigorously assess the content of the work and place it with the appropriate linguist.
- We agree the deadline and the fee with the client.
- The linguist completes the project, ideally with some or all of the following:
 - Reference material from the client
 - Access to a regional office contact
 - Access to a regional web-site
 - Access to the client’s glossary bank
- Completed projects are returned by the linguist to GoLanguages.com where they are proofed, quality checked, and reviewed to ensure that the work has been prepared in accordance with the client’s instructions.
- The work is returned to the client by email, unless instructed otherwise.
- We encourage our clients to let us have copies of final texts after they have been approved by their regional offices so that we can see if any changes have been made and refine our work for future projects.
- We are happy to liaise with regional offices to obtain sign-off for projects.

"Outstanding multilingual language company offering excellent professional service (...) this is the one-stop shop you need."

- The Translation Buyers' Guide -



BS EN 15038

Our quality assurance system is designed to produce documents that exceed the requirements of BS EN 15038. We employ the best translators, copywriters, technical-writers, proofreaders, and editors throughout the world to offer our clients exquisite levels of service and quality, unrivalled by other agencies.



Translation

As the world's preeminent multi-lingual translation brand, we offer translation services for all the major world languages both into out of English. We are market leaders in four main areas: creative & media; technical & IT; legal & financial; and medical & pharmaceutical.



Proofreading & Editing

Thesis? Advertisement? Brochure? Manual? Dissertation? Report? Our expert proofreaders and editors, including Masters graduates from Oxford and Cambridge universities, have the linguistic skills needed to truly understand and polish academic, business and technical copy at the highest level.



Technical Authoring and Copywriting

We produce technical documents from simplified instruction manuals aimed at end users, to highly complex texts for technicians and scientists. We also produce original marketing copy in a range of languages for adverts, brochures and press releases across a wide range of subject fields.



Getting It Right

With an eye for detail, we are world renowned for producing immaculate work. We're fanatical about what we do and care passionately about the clients that we work with. The chances are that without knowing it you've already read our published work in print or on the internet. So get it right. Choose us.

LOVE

GoLanguages.com :: love your language experts

GoLanguages.com

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www.GoLanguages.com

Appendix (1)

Description of Translation Services

At GoLanguages.com, we offer two levels of translation service.

You can choose the level of service that you want to use.

Description	GENERAL Translators	SPECIALIST Translators
Translators live and work in their mother-countries	Yes, in over 98 percent of projects	Yes, in over 98 percent of projects
Translators only work into their mother-tongue	Yes	Yes
Level of professional qualifications	Standard e.g. BA	Specialist e.g. MA, MSc or PhD
Level of membership of professional translators' organisation - where available	Standard	Specialist
Level of experience of writing general business texts	Standard	Specialist
Level of experience in creative translations	Standard	Specialist
Level of experience in technical translations	Standard	Specialist
Work proofread prior to delivery	Yes	Yes
Target market	General texts for information use, e.g. in-house documents, regulations, user manuals, legal papers, etc	High-end work within specific subject fields - translators are usually used to producing work for publication purposes

Fees / Rate Card

For an obligation free quote, contact us now

T: 08708 034489

Email@GoLanguages.com

Appendix (2)

GoLanguages.com - Terms and Conditions of Service

In submitting linguistic work for completion, any individual or corporate body (hereinafter referred to as the "Client") enters into a binding agreement with GoLanguages.com (a trading name of GoUK.com Ltd) (hereinafter referred to as "GoLanguages.com"), said agreement being covered by the following terms and conditions:-

- 1.1 When commissioning linguistic work, the Client shall clearly indicate the intended use of the linguistic work, e.g. whether required for:
 - 1.1.1 information only
 - 1.1.2 publication and advertising
 - 1.1.3 legal purposes or patent proceedings
 - 1.1.4 any other purpose, where the particular rendering of the linguistic work by the linguist employed is liable to be of consequence.
- 1.2 The cost of the linguistic work shall be determined in accordance with the appropriate scale of charges of GoLanguages.com applicable to the particular type of linguistic work required.
- 1.3 Linguistic works by fax can only be supplied subject to clause 1.1.1 above.
- 2.1 Should the Client desire to use the linguistic work for another purpose than that for which it was originally supplied, the Client shall obtain confirmation from GoLanguages.com or another competent authority that the linguistic work is suitable for the new purpose.
- 2.2 GoLanguages.com reserves the right to amend and adapt such linguistic work previously supplied (if necessary) for the new purpose and make a further charge for such work.
- 3.1 In the event of use of the linguistic work by the Client for a purpose other than that for which it was supplied, the Client shall not be entitled to any compensation by GoLanguages.com and the Client shall indemnify GoLanguages.com against any loss arising to GoLanguages.com in goodwill or otherwise as a result.
- 3.2 No Client who has been introduced to a Linguist by GoLanguages.com may approach or Commission work of a linguistic nature or otherwise with said Linguist for a period of twenty-four months after the completion of a Commission completed by GoLanguages.com. Should a Linguist introduced by GoLanguages.com approach a Client directly within the same twenty-four month period, the Client shall forthwith notify GoLanguages.com and refer the Linguist to GoLanguages.com.
- 4.1 Where the purpose of the linguistic work is not disclosed to GoLanguages.com, GoLanguages.com shall execute the linguistic work to the best of its judgement in accordance with one of the purposes specified under 1.1 as if such purpose had been disclosed. GoLanguages.com shall indicate the purpose for which the linguistic work was supplied and will determine the charge accordingly.
Clauses 1.1.1, 1.1.2 and 1.1.3 shall be applicable accordingly.
- 5.1 **Quotations:** Binding quotations shall not be given against documents not seen by GoLanguages.com. Quotations for material not seen shall be subject to confirmation of price on receipt of the documents by GoLanguages.com.
- 6.1 **Delivery:** Where the Client requests return of work by special courier service, the charges of the despatch firm will be passed on by GoLanguages.com.
- 6.2 The Client shall give a clear indication of the delivery requirements when submitting linguistic work for completion, and GoLanguages.com will make every reasonable effort to meet the Client's requirements. However, late delivery shall not entitle the Client to withhold payment for work done, but subject to the provisions of Clause 7 below.
- 7.1 Where a delivery date is a material part of a Commission accepted by GoLanguages.com, this shall be disclosed by the Client in advance.
- 7.2 GoLanguages.com reserves the right to sub-contract all or part of the documents to a contractor of its choice in such an event to meet the Client's requirements, unless expressly stipulated otherwise by the Client, and the Client shall pay any reasonable additional charges incurred by GoLanguages.com as a result.
- 7.3 GoLanguages.com reserves the right to suspend its normal Scale of Charges when accepting a Commission, subject to terms of the Clause, and shall be entitled to insist on special arrangements for collection and delivery of such work.
- 7.4 In the event of GoLanguages.com failing to supply the linguistic work accepted under the terms of this Clause at the agreed time, the Client shall be entitled to a refund of all or part of the agreed additional charges.

- 7.5 Should any linguistic work in whole or in part be delivered too late for the Client's use, and be thus unacceptable, GoLanguages.com requires the immediate return of the linguistic work together with a signed disclaimer for the Client's right to use.
- 7.6 The Client reserves the right to refuse any Commission subject to this clause.
- 8.1 **Force Majeure:** In the event of a Force Majeure, GoLanguages.com shall notify the Client without delay, indicating the circumstances. Force Majeure shall entitle both GoLanguages.com and the Client to withdraw from the Commission, but in any event, the Client undertakes to pay GoLanguages.com for work already completed. GoLanguages.com will assist the Client to the best of its ability to place the Commission elsewhere.
- 8.2 Force Majeure shall be Strike, Lockout, Industrial Dispute, Civil Commotion, Natural Disaster, Acts of War and any other situation which can be shown to have materially affected GoLanguages ability to deal with the Commission as agreed.
- 9.1 Any dispute or difference between the parties in connection with the Agreement shall be referred to professional arbitration, the charges of such arbitration to be shared equally between the parties.
- 9.2 The liability of GoLanguages.com to the Client under this Agreement whether in respect of negligence breach of contract or otherwise shall not under any circumstances exceed £5,000.
- 9.3 The decision of the Arbitration Tribunal shall be binding on all parties involved and shall be final.
- 10.1 **Payments:** Fees are payable in full within 28 days from the date of invoice. Any payment due to GoLanguages.com which is not paid by the due date shall carry interest from such date until the date of payment at 4% above the base lending rate for the time being of Barclays Bank Plc.
You may send payment by cheque or by transfer. Our bank details are provided on the invoice submitted at the end of each project. It is also possible to pay by credit card.
- 10.2 Failure to adhere to the Terms of Payment agreed between the Client and GoLanguages.com shall entitle GoLanguages.com to abandon any Commission in hand, including Commission accepted subject to the terms of Clause 7 of these conditions, without prejudice to any rights of GoLanguages.com whatsoever.
- 10.3 Cancellation fees shall apply if a commission is cancelled after it has been booked by the client.
- 10.4 In the event of cancellation of the commission by the Client after it has been booked, the Client shall be liable for all work completed up to the cancellation date in any form whatsoever including time for research or preparation and for all other costs and expenses which may accrue as a result of such cancellation in addition to 50% of the agreed fee, unless otherwise agreed.
- 11 The Copyright of the translation is the property of GoLanguages.com and will be passed on to the Client only after full payment has been made for the translation.
- 12 These Terms and Conditions of Service shall be interpreted in accordance with the Law of England and Wales.