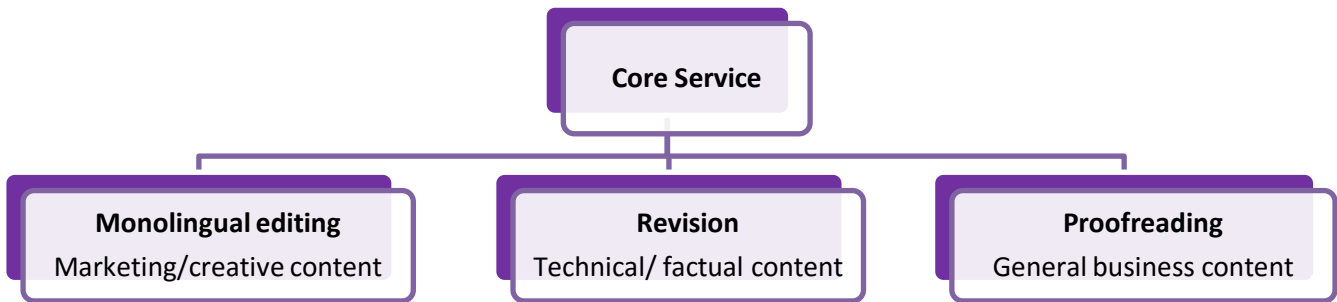




## Service Levels



### Core service

- Your translation is produced and checked by a **professional native translator** with relevant experience of the **subject area**.
- **Automated verification checks** are run on the file before delivery. These checks are intended as a final quality control measure and do not involve a complete read through of your document. If potential errors are identified, the project manager consults a linguist and amends the file accordingly.
- A **standalone service** suitable for content that is **intended for information purposes where style is not a priority**, such as technical manuals, meeting minutes, internal documentation and inbound correspondence.
- **Can be combined with all or any of our add-on services** depending on the purpose of your text.

### Monolingual editing

- Your translation is edited by a **professional native editor** to ensure that it is **appropriate for the target audience and agreed purpose** in terms of style, register and terminology. The editor reads the translation, but not the source document.
- **Designed for publication content where the style, flow and impact of the final document are key**, such as web and app content, marketing materials, sales presentations and creative texts.
- **Can be combined with our Core service + Revision** to achieve the maximum potential from your text.

### Revision

- Your translation is fully revised by a **professional native translator against the source document** to ensure its accuracy, suitability for the agreed purpose, consistency and use of appropriate terminology.
- The reviser **reads both the source document and translation** in full.
- **Designed for documents requiring a faithful and accurate translation of your source text**, where you wish to have the added reassurance that a second pair of eyes has checked that the translation fully reflects the content and purpose of the source document, for instance tender submissions and legally binding documents.
- **Can be combined with our Core service + Monolingual editing** to achieve the maximum potential from your text.

### Proofreading

- Your translation is read by a **professional native proofreader** to identify any potential errors in spelling, punctuation and grammar. The proofreader reads the translation but not the source document.
- **Designed as a final check after the Revision, Monolingual Editing and/or DTP process**, to catch any final minor errors.
- **Only minor changes may be made/ suggested** to the document, with prior agreement with you, as part of this service. For a more comprehensive review, you may wish to consider our Revision or Monolingual Editing services.

### Desktop publishing

- We **set the translation into your document template** and then have the final PDF checked by the translator or reviser to ensure that the end product is **fit for purpose**.
- Ideal for **brochures, marketing materials, operating manuals, training materials** and other materials.
- Highly recommend this service **for languages which use non-Latin alphabets**, such as Arabic, Russian, Bulgarian, Chinese, Japanese, Korean, Hindi, Urdu and Bengali.

### Notarisation and legalisation

- Along with language based services, **your documents can be notarised or legalised**, depending on your requirements.
- Please note that we are not legal experts and are **unable to advise you in a legal capacity**.
- More details can be provided on request.