

What you should expect from our services

Every translation and interpretation project are different due to their own characteristics; however, there are several steps in the process that clients must be aware of once they request our services.

1. The person interested in our translation or interpretation services (the Client) will contact FL Translations (the Company) by calling +1 437- 983 4516 or +1437-9834515, or visiting the Company's website www.fltranslations.com.
2. The Company will gather some personal information on the client or service provider and the nature of the project. Please note that in the case of a translation project, a copy of the original document, either in paper or in digital format, will be required in order to provide an accurate quote.
3. Once the Company has all the information required, the client will receive a quote and an estimate time of completion in 24 hours or before.
4. The Company will require the client's written confirmation of consent to proceed with the project and the full payment in advance, unless there is a signed agreement between the Client or Service Provider and the Company.
5. Once the full payment or written consent, or both, are received, the Company will start the project and the Client will be notified by the Company that the project has started.
6. Once the translation is finished, if it is about a certified translation, the client will receive a digital finished version to check accuracy of the translation.
7. When the client has expressed in writing his or her satisfaction with the finished product, the Company will then send the printed original via post mail and finish the project.

The above mention steps of the process may change in accordance with the needs of the Company without prior notice. It is the responsibility of the Client to check this content on a regular basis.