

# TERMS AND CONDITIONS

# TERRA

## HERE YOU WILL FIND THE TERMS AND CONDITIONS OF THE SERVICES PROVIDED BY TERRA LLC.

This contract describes the general terms and conditions applicable to the use of the contents and services offered through the site [www.terrateamup.com](http://www.terrateamup.com), owned by Terra LLC.

### RELEVANT INFORMATION

In order to purchase the services offered on this site, you must read and accept the following Terms and Conditions. The use of our services will imply that you have read and accepted the Terms and Conditions of Use outlined in this document.

The user can choose and change the password for their account administration access at any time, if they have registered and it is necessary for the acquisition of any of our services. Terra LLC assumes no responsibility in the event that the user provides said password to third parties.

### RATES

The initial rates agreed upon with the client will be validated at the start of each new project. Rates may be modified by Terra LLC after they have been approved by the requesting party.

### PAYMENT TERMS

For regular clients, the payment period will be established in the initial service agreement and may be 30 or 60 days.

Clients—whether individuals or companies—that request a one-time project may be asked for full or partial payment in advance.

### REFUNDS

Clients make payments after the service has been provided, except in the case of one-time projects mentioned above.

Therefore, the concept of a refund is not applicable in the Terra LLC business model.

In some instances, when there are modifications to financial terms, these will be established in the initial service agreement.

### URGENT TRANSLATIONS

A higher rate may be applied to projects with shorter than usual turnaround times where extraordinary measures are required to ensure their completion.

This additional cost will be approved by the client before we begin the project in question.

## PRICE QUOTATIONS

As a rule, the cost of our services is based on the number of words in the source language document. Each project will be quoted based on the services contracted:

- Translation
- Editing
- Proofreading
- Localization
- Copywriting
- Testing
- TM Alignment
- Transcreation
- MT Editing
- DTP
- Voiceover
- Subtitling
- Transcription
- Glossary Creation

Our price quotation process complies with the requirements of Section 4.3 of ISO 17100:2015.

## PRIVACY

Terra LLC guarantees that the personal information you submit is secure. The data entered by the user or required to confirm orders will not be provided to third parties, unless it must be disclosed in compliance with a court order or legal requirements.

Subscription to promotional email newsletters is voluntary and you can opt-in and opt-out at any time.

For more information about the terms and conditions detailed above, please visit our [Legal Notice](#), [Cookies Policy](#) and [Privacy Policy](#).

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