

General Terms and Conditions

Interpreting Services

Scope of application

These general terms and conditions apply to all interpreting services provided by L&T, of whatever type or content, and irrespective of the place where they are provided.

By purchasing one of these services, the **customer** is considered to have accepted these general terms and conditions.

Quotations and orders

Any order must be confirmed by the **customer** in writing.

For **UIC customers** (staff of UIC Headquarters), if the order is linked to a room hire request, it must be placed using the electronic room hire form; if the order is not linked to a room hire request, it must be made in writing (e-mail, fax, letter).

For **non-UIC customers**, orders must be made in writing.

A quotation is prepared for every order. Once accepted by the customer, the quotation is considered a firm and final order. L&T reserves the right to withhold provision of the service until this document is received.

Invoicing

Advance payment of 50% may be required on any order worth more than 1500 € (one thousand five hundred Euros) before tax. Where this is the case, provision of service will not commence until the corresponding sum has been received.

The rates applied for issuing invoices are those in force at the time the order is placed (and on which the quotation is based, as appropriate).

Invoices will also include any additional services that may have been provided over and above the initial order or quotation (e.g. exceeding allotted time, other price supplements, etc.).

The travel and subsistence costs of interpreters are charged additionally, at cost price. The corresponding receipts are available on request from L&T.

Method of payment

Unless otherwise agreed, invoices are net and without discount and are payable cash on receipt.

If sums that are due to L&T remain unpaid by the contractual deadline and a payment reminder remains without effect, default interest will be applied, based on the Bank of France (*Banque de France*) discount rate in force on the date when the said payment was due. This clause in no way exempts the customer from the requirement to pay the totality of the amounts due with immediate effect.

For any late payment, followed by a payment reminder remaining unheeded, the customer will be charged, in addition to the principal sum, a non-reducible penalty as understood by Article 1229 of the French civil code, amounting to 10% of the amounts remaining due. This is independent of the application of default interest.

In the case of late payment, L&T reserves the right to suspend any orders in progress.

Payment may be made by:

Bank cheque, made out to Langues et Technique.

Bank transfer to Langues et Technique:
BNP Parisbas – Agence Paris Maine
Montparnasse - 20 boulevard de
Vaugirard -75015 PARIS
IBAN : FR76 3000 4002 7400 0106
6080 458 / RIB : 58 / Code BIC :
BNPAFRPPXV

Cancellation

If an order for interpreting services is cancelled by the customer, the service shall be charged in full if the cancellation is notified less than 5 calendar days before the date agreed for provision of the said service to begin and at 50% when the cancellation is made more than 5 calendar days before the date agreed for provision of the service to begin.

If the service is provided by one of L&T's sub-contractors, the amount invoiced by the service provider will be invoiced to the customer in full. It is standard practice in the profession to invoice the full amount indicated in the quotation if the service is cancelled after the quotation has been accepted.

Liability

The services provided by L&T are subject to an obligation to exercise due care.

Should L&T be held liable by the customer for non-execution or unsatisfactory execution of the contract and proof to this effect is provided by the customer, any compensation will be limited to the direct prejudice sustained by the customer. In no cases can this compensation exceed the amount charged for the service in question.

Claims

No claim will be considered unless notified in writing to the L&T secretariat within one week of the end of the service.

If the claim is justified, L&T may, following agreement with the customer or at its own discretion, take the following measures by way of compensation: reduction on invoice, or credit against a future service.

Confidentiality

L&T undertakes, under all circumstances, to respect the confidential nature of the information of which its interpreters may have knowledge during the exercise of their duties.

Competent jurisdiction

Any disputes relating to the application of these general terms and conditions or concerning a service provided by L&T shall be exclusively referred to the Paris Commercial Tribunal (*Tribunal de Commerce de Paris*).