



Terms and conditions

These terms and conditions apply to all commissions carried out by or on behalf of Mar@boe, with its registered office at Haagweg 248, 2324 NC, Leiden, the Netherlands, commercial register No 34182084, hereinafter: the Service Provider, unless explicitly agreed otherwise.

All agreed prices are in euros and exclude VAT, unless explicitly stated otherwise. If a quote is made before the Service Provider has had the opportunity to examine the final source text, no rights can be derived from it. If the final price differs from the quoted price, the Service Provider shall notify the client before any work is done, and the client has the right to cancel the commission.

If the client cancels the commission after the Service Provider has started working on it, the part of the text that has been translated at the time of the cancellation will be invoiced at the agreed rate. The translated part shall be handed over to the client upon request, but it should be noted that in such cases no final review of the translation has been carried out and therefore the quality of the translation cannot be guaranteed.

The Service Provider shall assume that the source text received for translation or revision is the final version. Additional costs will be charged for any changes to the source text after the start of the project.

If the Service Provider is unable to deliver the complete translation in time or is unable to deliver the translation at all due to force majeure, the Service Provider cannot be held responsible. Force majeure includes, but is not limited to: fire, illness, accident, theft, power failure, bereavement. In such cases, the Service Provider shall do everything that can be reasonably expected to deliver the complete translation as soon as possible. If this is not possible within a reasonable period, the client has the right to cancel the commission. If the commission in question consists of several parts, the Service Provider has the right to invoice at the agreed rate any parts of the commission that were delivered in time.

All invoices shall be paid in full within thirty days from the date of invoice. After the payment term has expired, the Service Provider is entitled to charge interest at the statutory rate. If the client remains in default, a debt collection agency will be called in; the client is liable for any associated costs.

The client obtains the copyright on the texts delivered by the Service Provider upon full payment of the invoice. Upon delivery, the Service Provider grants the client the right to use the text; this right automatically lapses if the invoice is not paid in full within 30 days. In such cases the client is no longer entitled to use the relevant text until the invoice has been paid in full.



Any complaints about the translation provided shall be made in writing no more than five working days after delivery. In the event of a complaint, the Service Provider shall correct any faults within a reasonable period. If there is a dispute about the quality of the translation provided, this translation shall be submitted for assessment to an expert chosen by the parties. Any costs for this assessment shall be paid by the client, but if the external expert judges the quality of the translation insufficient, the client is entitled to recoup the costs from the Service Provider.

The right to complain lapses if the client makes changes to the translation or has changes made to the translation.

The Service Provider can only be held liable for damages that are directly and demonstrably caused by culpable faults or negligence by the Service Provider. The Service Provider is not liable for damages suffered by any party other than the client and this liability is limited to the amount of the invoice, excluding VAT, of the commission concerned.

The law of the Netherlands shall apply to all transactions and agreements between the client and the Service Provider.

These terms and conditions can be downloaded from www.maraboe.net and will be sent upon request, free of charge.

In the event of discrepancies or ambiguity between the original Dutch version of these terms and conditions and this translation, the Dutch text shall prevail.

Version 2 – February 2019