



WORDEXPRESS

Multilingual Solution Worldwide

SPRING 2011 QUICKNEWS

New Design, New Perspectives!

Dear Client,

Spring is here and everybody seems to be open to fresh ideas!

We would like draw your attention to the new design of our estimate that has been created to make your life easier.

Not only does the look of this estimate allow you to find the important information in one glance, but its content is also **100% transparent**. All numbers and prices are listed in a straight-forward fashion. There are no hidden fees, unexpected surcharges, additional taxes or other unpleasant surprises. The prices you see are flat rates and they are final.

Why do our estimates contain flat rates and not word rates?

In the past, the translation industry would charge per word. This, however, only led to confusion, partly because different programs render different word counts, and partly because word counts vary between source and target languages. Beyond the number of words, there are also many additional factors that determine the prices. That's why many companies, including WordExpress, don't bother their clients with word rates, but simply show flat rates in their estimates that include all the pricing factors.

Here are some of these factors:

- **Language pair and language direction**
- **Size or volume of the project:** Discounts are offered for large documents or yearly contracts.
- **Degree of difficulty of the text:** Specialized terminologies (technical, medical, legal) require more time and are subject to higher rates.
- **Urgency of the project:** Discounts are offered for projects with an extended turnaround time. A 25% surcharge applies to rush orders (reduced turnaround or evening/weekend/holiday work), and a 50% surcharge to super rush orders.
- **Layout: Basic formatting features** (centering, underlining, bolding, italicizing) are included in the standard rates. **Additional formatting features** (alignment, tables, columns, boxes, different tpestyles or type sizes etc.) or overwriting of

- formatted source documents are considered **Page Layout** and charged extra. **Desktop Publishing** is available on the latest versions of QuarkXPress and the Adobe family of programs with PageMaker, FrameMaker, Acrobat, Illustrator, Photoshop, In-Design and many other applications.
- **Textual Continuity:** Lists of terms, glossaries, labels, etc. **that do not constitute continuous text** are subject to an additional charge. A surcharge also applies to handwritten, partly illegible, or partly unintelligible texts, or any other texts that are not submitted in electronic or printed form.

All these pricing factors are worked into the flat rates that our clients see in our estimates.

You are always welcome to contact us with your questions. It is our pleasure to furnish a competitive estimate on your next project!

Feel free to use your voucher to get a 15% discount on your next project!



WordExpress provides highest quality (written) translations and (oral) interpretations and related services in more than 100 languages at extremely competitive prices.

WORDEXPRESS offers a TRIPLE GUARANTEE on all language services:

1. Guaranteed Quality 2. Guaranteed Price Competitiveness 3. Guaranteed on-time Delivery

At WordExpress we develop mutually beneficial long-term relationships with our clients, relationships that are built on trust and respect. We would like to be your exclusive supplier of written translations and oral interpretations!

Best Regards,

Your **WordExpress** Team

American Translators Association (ATA) 

Join us on 

WordExpress is in compliance with the stringent quality standards of ISO 9001



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