GENERAL TERMS AND CONDITIONS OF SERVICE

Translations Universe — Consolidated 2026 text

Version: 10 October 2026 · **Effective:** upon publication on the website and acceptance for new orders.

These Terms form a single, updated contractual document, incorporating and replacing the earlier Terms and amendments for new contracts. They do not apply retrospectively to orders already concluded. Mandatory laws, particularly consumer-protection rules, always prevail.

1. Supplier identity and contact details

The supplier is **Translations Universe**, the independent professional activity of **Gianmarco Semeraro**, Italian VAT number **IT03138740737**, with its professional address at **Str. Gemma 2, Zona F, no. 64, Martina Franca (TA), Italy**. The website is **www.translationsuniverse.com**. For enquiries about services, contracts, invoices and complaints: **info@translationsuniverse.com**. Assistance is also available on **+39 333 1874152**; formal correspondence may be sent by email. The full tax details shown on an invoice take precedence in the event of a subsequent duly notified change of registration details.

2. Customers, scope and contractual documents

Services are offered to private consumers and to professionals, companies, agencies, public bodies and other business customers. A “consumer” is a natural person acting for purposes outside that person's trade, business, craft or profession. Each order is governed by the Terms made available and accepted when the contract was concluded, together with the approved quotation and written specifications. Individually agreed project-specific terms take precedence for that project. Nothing in these Terms overrides mandatory consumer rights.

3. Services provided

Translations Universe provides linguistic services including professional and specialised translation, revision, editing and proofreading, website and software localisation, machine translation post-editing (MTPE), transcription, content adaptation and other services described in the quotation. Translation certification, sworn translations, legalisation, Apostille, professional desktop publishing (DTP), complex file processing, subtitling and audiovisual services are included only where expressly quoted. Website or web-app development, technical management, maintenance and hosting, when offered, are governed by the relevant quotation and any special terms. A certified translation is not automatically a sworn translation and is not guaranteed to be accepted by every authority.

4. Accounts, customer details and accuracy of information

Customers must provide accurate, up-to-date information, protect their login credentials and promptly report unauthorised use. Billing details, country of establishment, VAT number, electronic-invoicing recipient code or certified-email details, and any withholding-agent status must be correct when ordering. An account categorised as “Business” or “Web agency” does not in itself establish the applicable tax treatment. Anyone ordering on behalf of another person or organisation must have the necessary authority and permissions.

5. Files, documents and instructions

The customer must provide legible, complete and workable source files, the correct language combination, glossaries and translation memories where relevant, terminology instructions, formatting requirements, intended use and material deadlines. Any legal, medical, technical or authority-bound text requiring special formalities must be identified in advance. If scanned, damaged, locked or complex files require OCR, transcription, reconstruction, DTP or other additional work, Translations Universe will communicate any additional price or time requirement and seek approval before carrying it out. The customer warrants that the material may lawfully be submitted for processing.

6. Quotations, counts and order confirmation

The online calculator may produce an instant quotation or a preliminary estimate requiring human review. Depending on the service, prices reflect source words, pages, minutes, hours, target-language count, subject area, source-file quality, format and urgency. Preliminary document analysis does not, by itself, create an order or authorise a charge. Before confirmation, the customer is shown the service, quantity, fees, taxes, discounts where relevant, terms and total payable. The order is accepted for processing as communicated through the portal or by email, subject to the stated payment conditions. Material counting errors or incorrect subject-area selections are reported to the customer; unapproved extra charges are never imposed automatically.

7. Prices, discounts and urgent orders

The contract price is the amount shown in the accepted quotation together with the applicable tax treatment. Coupons and discounts apply subject to their displayed conditions and may not be combined unless expressly stated. When available in the calculator, the **“Urgent”** option currently carries a **50% surcharge** on the service price, as detailed before purchase; manually quoted projects are subject only to the urgency charge confirmed in writing. No fees, social-security charges or additional supplements are charged unless disclosed and approved before the contract is concluded.

8. VAT, taxation and revenue stamps

VAT and any fiscal charges are determined under applicable law, the nature of the service and the billing information supplied. The ordinary Italian 22% VAT rate applies where due, without assuming that every international transaction is subject to it. Revenue stamps, court charges, administrative fees or postage, where applicable, are displayed separately. Portal order summaries and payment receipts do not replace tax invoices. Electronic invoicing requirements and deadlines apply whenever required by law.

9. No optional 4% INPS recharge

Translations Universe **does not charge the optional 4% Italian INPS social-security recharge** on fees in its online quotations or corresponding invoices. Any personal social-security obligations of the professional remain that professional's responsibility. A future change in pricing policy would require express advance disclosure in the quotation and updated Terms for new orders, with no retroactive effect.

10. Italian 20% withholding tax

For qualifying self-employed professional fees, where an Italian customer is legally required to act as a withholding agent, **20% withholding tax** may apply under Article 25 of Italian Presidential Decree 600/1973. It is calculated on the relevant taxable professional fee; **VAT and revenue stamps are excluded**. Withholding is retained and remitted to the Italian tax authorities by the customer and **is not a discount or reduction of the gross fee invoiced**. The checkout displays the taxable professional fee, VAT, any other charges, withholding as a negative amount and the net amount due to the supplier. Whether withholding applies depends on the legal nature of the transaction and the customer's obligations, not merely on the existence of a VAT number.

11. Checkout declaration and withholding compliance

Where this feature is offered to an Italian business account whose billing profile may qualify, the customer must declare whether it will act as a withholding agent for that particular payment. This declaration is stored with the order. In uncertain, international, exempt or exceptional cases, Translations Universe may hold the order for clarification; false declarations must not be used to obtain a lower amount payable. A customer required to withhold tax remains responsible for remittance, reporting, certification and other statutory obligations. An omitted withholding relating to a historic payment may be adjusted only through an individually agreed and documented procedure; existing orders are not automatically repriced.

12. Payments, deposits and invoicing

Available methods, as displayed by the portal, may include PayPal, cards processed through Stripe and bank transfers. The customer is charged in the currency and for the amount displayed before confirmation; any conversion or intermediary charges billed directly by a customer's own payment provider are governed by its applicable terms. Bespoke projects may require deposits and balances as agreed in writing. Work may be scheduled upon receipt of payment or the agreed deposit. Invoices are issued according to statutory procedures and deadlines using the customer's supplied tax information. Withholding tax does not reduce the invoiced value of the professional service.

13. Service delivery, personnel and technology

Projects may be coordinated by project managers and carried out by qualified translators, revisers or technical service providers selected for the language, field and volume. Translations Universe coordinates delivery and applies quality checks proportionate to the contracted service. CAT tools, translation memories, glossaries and, where expressly included or agreed, machine translation or synthetic voice tools may be used in accordance with instructions and confidentiality obligations. The use of external professionals does not release the supplier from contractual obligations towards the customer.

14. Turnaround, delivery and delay

Delivery dates and time frames stated in quotations are operational estimates unless expressly agreed to be essential deadlines. Customers should disclose hard deadlines at the outset. Delays caused by incomplete materials, outstanding clarifications, requested changes, public-authority availability or events beyond reasonable control are communicated without undue delay, with alternative dates where practicable. Statutory remedies for delay or non-performance, including consumers' remedies, remain available.

Deliverables are sent through the customer area, email or another agreed channel. Physical shipping and original documents are subject to the previously disclosed arrangements and charges.

15. Formats, quality and corrections

Unless otherwise agreed, deliverables are returned in the reasonably workable format specified for the project. Complex layout, non-editable PDFs and specialist conversion may require separate work. Customers should promptly identify any specific errors, omissions, terminology inconsistencies or departures from approved instructions and indicate the relevant passages. Translations Universe assesses the issue and, where required, offers appropriate correction, revision, replacement or another proportionate remedy. Requested changes to style or instructions after work begins, if outside the original scope, are subject to a fresh agreement. Nothing limits consumers' mandatory remedies or protections.

16. Certified and sworn translations and official use

A translation accompanied by a translator's certificate, a sworn translation made before a competent authority, an Apostille and legalisation are distinct procedures. Acceptance depends on the receiving authority; customers must disclose destination, format, originals, seals, deadlines and any local requirements before ordering. Court charges, revenue stamps, physical delivery and additional administrative steps are quoted separately. Remote sworn procedures depend on the rules of the relevant office and are not guaranteed without prior confirmation.

17. Consumer withdrawal: 14 days

A consumer entering into a distance contract for services generally has **14 days from conclusion of the service contract** to withdraw without giving a reason, subject to statutory exceptions. Withdrawal may be exercised by an unambiguous statement sent to **info@translationsuniverse.com**, optionally using the model form in Annex A, and through the dedicated online withdrawal facility made available on the website throughout the period in which the right may be exercised. If performance begins during the withdrawal period at the consumer's express request, a proportionate charge may arise only in the circumstances and within the limits laid down by law. The right may be lost following full performance only where all statutory requirements have been met, including the consumer's prior express consent and express acknowledgement of that consequence. Special rules may apply to digital content supplied without a tangible medium. Any statutory extension caused by deficient withdrawal information remains unaffected.

18. Statutory consumer reimbursements

Where a consumer validly withdraws, refunds are made within the statutory period, generally through the original method of payment unless another permitted arrangement is agreed, without improper costs to the consumer. Any permitted charge for services commenced during the withdrawal period is subject to Article 57 of the Italian Consumer Code. The practical settlement time may also depend on the payment intermediary. Provisions concerning discretionary refunds or processing fees do not reduce a consumer's statutory reimbursement rights.

19. Business cancellation and manual refunds

For business customers, apart from statutory remedies or project-specific agreements, requests to suspend, change or cancel an order are assessed by reference to progress, demonstrable costs and resource

commitments using proportionate criteria communicated in writing. Translations Universe may **manually** authorise full or partial refunds for payment errors, agreed fiscal corrections, reduced project scope or other justified cases. A partial refund **does not automatically cancel** an order or change the gross amount invoiced. Refunds are processed through the original payment provider where technically possible and recorded consistently. No refund is triggered automatically solely because the customer indicates that withholding tax should apply.

20. Confidentiality, personal data and customer documents

Customer materials are processed for assessment, quotation and performance of the service, with access limited to those who require it operationally and subject to appropriate confidentiality obligations. Data-processing purposes, legal bases, recipients, retention periods and individuals' rights are described in the website's separate **Privacy Policy**. No blanket licence is granted to publish or use customer materials for marketing. Projects involving confidential documents, special-category personal data or processing on behalf of a customer may require additional arrangements, including an NDA or a data-processing agreement where necessary.

21. Intellectual property and working materials

Customers retain such rights as they hold in their original documents and content. After payment of the agreed sums, the customer may use the delivered work for the agreed purposes, subject to the rights in pre-existing tools, software, templates and materials belonging to the supplier or third parties. Delivery of translation memories, terminology databases or editable project files is not included unless specified in the quotation. All statutory rights and licences enjoyed by the customer remain unaffected.

22. Liability, force majeure and remedies

Each party is responsible for its obligations in accordance with applicable law and the nature of the contract. Translations Universe does not guarantee acceptance by authorities, publishers or third-party systems where particular requirements were not identified and agreed in advance; this does not exclude liability for the supplier's own errors or any mandatory rights. Force majeure or events beyond reasonable control will be notified promptly. Nothing excludes or limits liability for wilful misconduct or gross negligence or consumers' non-excludable statutory protections.

23. Governing law, disputes and language

Italian law governs the relationship, without depriving consumers resident elsewhere of mandatory protections available to them. For consumers, mandatory jurisdiction rules apply, including those concerning the consumer's place of residence or domicile when relevant. For business customers, any agreement on territorial jurisdiction applies only where validly entered into and enforceable. The parties are encouraged to seek an amicable solution to complaints through **info@translationsuniverse.com**, without prejudice to courts and any statutory alternative dispute resolution procedure. The Italian-language text is the interpretative reference to the extent permitted by law; mandatory law and individually agreed provisions always prevail.

24. Versions, commencement and amendments

These Terms, dated **10 October 2026**, are the **complete consolidated text** incorporating the 2026 fiscal and contractual amendments; no separate addendum is needed. They apply **only to orders concluded after their actual publication on the website and the customer's acceptance**. Older orders remain governed by the terms applicable when they were concluded. Future amendments will be disclosed before new purchases and will not apply retrospectively. A copy of the Terms applicable to an individual order may be requested by email.

ANNEX A — Optional model consumer withdrawal form

To: Translations Universe — **info@translationsuniverse.com**.

I hereby give notice that I withdraw from my contract for the following service/order: _____.

Order number (if available): _____. Date of conclusion of the contract: _____.

Consumer's full name: _____. Contact email: _____.

Date: _____. Signature (only if on paper): _____.

An unambiguous withdrawal statement may be sent without using this form. The form does not affect the right to use the statutory online withdrawal facility.