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09.04.2020 no 1.13-2.3/357-55

Notice

Our legal department has reviewed the transactions made in the framework of our agreement no 1.11-9/74-1 (AMIF 2018-8 project), concluded on 4 March 2019 and has made the following observations:

- 1. All our prices and conditions are set out in the contract, therefore it is unnecessary to sign a confirmation sent by you upon ordering the service. The contract stipulates that we should sign a Document of delivery and receipt. Please note that we are not able to pay for the services we have not received. The initial practice has been that if we order the interpreter for 3 hours and the interpretation lasts for 1 hour, we still have to pay for 3 hours. Our contract does not include such conditions, so we are not able to approve such costs.
- 2. Our contract does not stipulate any annullment fees, so therefore we are unable to accept invoices no 1805085; 1805086; 1806153; 1806154; 1806155; 1806156
- 3. Our contract does not stipulate any urgency fees. According to contract clause 4.4.2 we are able to submit an order at least 6 hours before the service is needed, 24 hours a day, 7 days a week. So, we are not able to accept the invoice no 1806272, as the order was placed 24 hours in advance, so the required 6 hour period was followed. The sum of the invoice should be 400 euros.
- 4. According to 4.6 interpretation times are calculated with an accuracy of 30 minutes, therefore we are not able to approve invoices which calculate the time with an accuracy of 1 hour
- 5. All the invoices should be in euros and not in US dollars as stipulated in annex 2 of our contract.

Yours sincerely

(Digitally signed)

Kätlin Arakas

Registry code: 70008747