

This document contains information for clients about the translation process at **eggplant translations**.

The chapters are as follows:

- 1. Ordering a translation for the first time**
- 2. Document checklist**
- 3. FAQ (Frequently Asked Questions)**

If you have any comments, queries or concerns regarding the information contained in this document please do not hesitate to contact us at info@eggplant-translations.com.

1. Ordering a translation for the first time

If you are ordering a translation for the first time, we recommend that you read the Institute of Translation and Interpreting's excellent guide to buying translations, which is packed with tips on how to get the most out of the translation process. You can access the ITI's guide in .pdf format at the following URL: http://www.itl.org.uk/pdfs/trans/GIR_english.pdf. You will need Adobe Reader to read this file. This can be downloaded from www.adobe.com.

2. Document checklist

We find that it benefits both parties if you can provide us with as much information as possible when requesting a quote:

- a) the service you require: translation, proofreading or both
- b) source and target: let us know the **source** (the language(s) your text is already in) and **target** (the language(s) you would like your text translated into)
- c) intended audience: it is crucial to pitch your translation correctly. Is your text intended for publication or only for in-house circulation?
- d) your readers: do you require translation into a specific variant of a language (US English, French for a Canadian audience, etc.)?
- e) keep it concise: you may be able to scale down your text to focus on key areas and cut out unnecessary chunks before sending it for translation.

3. FAQ (Frequently Asked Questions)

3.1. About translation

What's the difference between *translation* and *interpreting*?

Although the two terms are often used interchangeably, they are different. Translation is written, interpreting is spoken. Each requires an entirely different set of skills.

Wouldn't it be cheaper to use a free machine translation service?

Yes, it would be less expensive in the short term, but may turn out to be a very expensive mistake in the long run. Free machine translation programs are fine for getting a very rough gist of a text, but they are unsuitable for anything beyond that. Many a company has resorted to free, word-for-word translation when faced with tight budgets and pressing deadlines. However, a poor translation not only makes your business look bad but is likely to cost more to put right than if you had had the translation carried out professionally in the first place. We never use free machine translation programs - all our translation is human!

3.2. The translation process

I need a document translating. How does it work?

You send your documents to us along with any extra information you may have. We will then give you a quotation detailing the total cost of work and the deadline, which you may accept or reject. Should you accept our quote we will get to work on your translation. We carry out most French, Italian and English translations in house; other files are sent out to highly experienced and vetted translators. When your work is complete we will return it to you with our invoice. Invoices are payable within 15 days. Should you have any queries or comments at any time during the translation process please do get in touch.

How long will it take?

This depends on the size, technicality and urgency of your documents. In general, translators can translate between 1000 and 3000 words per day; we will suggest a deadline with our quote.

How do I know that my translation will be top-quality?

Most of our translators are affiliated to a professional body such as the Institute of Linguists or the Institute of Translation and Interpreting; all are native speakers of your target language and have extensive experience working in their specialist area(s).

Why do you say you only use "native speakers"?

Professional translators translate only into their native language. Only native speakers can fully capture the nuance and tone of their language.

Which languages do you translate from/into?

Most of our work is between English, French and Italian. We occasionally carry out translations in Spanish, Dutch, German, Portuguese and the Scandinavian languages: please contact us for further information.

I need a document translating urgently. Can you help?

We may be able to help. Please bear in mind that "rush translations" leave translators very little time for research and fine-tuning, so we would recommend that you give us as much time as possible to carry out your translation. There is a surcharge for urgent translations.

I have a couple of short phrases to translate. Can you help?

We may be able to help. Please bear in mind that we have a minimum charge of GBP 50.00 + VAT.

Do you use machines to translate?

All our translation is human. We do, however, make use of translation memory software, which enables us to be consistent in our use of terminology.

3.3. Payment

Are there any hidden charges?

No. You will be notified of any changes to the agreed details.

Do I pay before you begin translating or afterwards?

Once you have received your translation we will send an invoice. Invoices should be paid within 15 days of the date of invoice. In some instances we will request payment or part payment before starting work.