

***yourtext* - JM FRIEDLI Services**

Professional translations

Welcome to our home page. We offer a top-notch translation service for all types of documents.

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JM FRIEDLI Services

1. Presentation

In our modern world of communication, the ability to exchange information, share ideas and understand complex processes requires mastery of the tool at the core of all this: language.

People however, speak different languages.

And different languages mean: different cultures, different attitudes, different views, different approaches and different ideas. So, to have your ideas come across exactly the way you want, you need to master several languages. Alternatively - you need a good translator.

What makes for a good translation?

Excellence in the art of translation means going beyond substituting words in one language for another. It means retaining not only the author's meaning, but style and tone as well.

JM FRIEDLI Services offers the excellence that your documents deserve.

2. Services

2.1. Kinds of translations provided

A variety of documents including:

- letters, contracts, memos, reports, essays, instructions for use, brochures, booklets, books, minutes, summaries, certificates etc.
- web pages, advertisement, film dialogues, screenplays, plays etc.
- presentations and lectures

2.2. Proof-reading and editing

If you have documents (e.g. brochures, reports, letters) that were written for your company in German or in French, and want to be sure that they match your quality standards, then we can **edit** or **proof-read** them for you. We offer this service for private documents as well.

2.3. Areas

We cover a diverse array of topics including, but not limited to:

- business, communication, IT, technology, design, law
- social sciences, natural sciences, anthropology, history, prehistory
- literature, theatre, film, advertisement, poetry, comics, music etc.

2.4. Clients

Our past and current clients since 1986 include:

- companies, firms, agencies (for their
- business documents, brochures, manuals, advertisement etc.)
- professional organisations, clubs, associations (for newsletters, magazines, minutes etc.)
- scholars, scientists, editors
- (for publications, reports)
- writers, journalists (for books, articles, columns etc.)
- civil services (for leaflets, information sheets, letters)
- lawyers, solicitors (for contracts, legal documents)
- private people (for letters, contracts, applications, mail to and from authorities
- and civil services)

2.5. Languages

<u>FROM</u>	WE TRANSLATE	<u>INTO</u>
ENGLISH	->	GERMAN and FRENCH
ITALIAN	->	GERMAN and FRENCH
PORTUGUESE	->	GERMAN and FRENCH
GERMAN	->	FRENCH ENGLISH and ITALIAN
FRENCH	->	GERMAN

In addition, we provide editing and proof-reading in **GERMAN** and **FRENCH**.

3. Fees and payment

3.1. Charging methods

There are two possible bases for determining costs: per line and per hour.

How to choose:

- **PER LINE:** This is best suited for shorter translations.
For the client, it is a method with a measurable, predictable result.
- **PER HOUR:** This method is better suited for longer documents (e.g. with similar, repeated passages), as well as for proof-reading and editing.

The client and JM FRIEDLI Services agree about the method of charging.

3.2. Fees for services

<u>Per</u>	<u>Rates:</u>	
<u>Line:</u>	(= 12 words per line)	(in Swiss Francs)
normal text	CHF	3.20
technical, legal or scientific text	CHF	3.60
<u>Hour:</u>		
Translation, proof- reading, editing	CHF	75.-

3.3. Payment methods

You will receive an invoice with a detailed listing of all the services carried out and related charges.

Payment options include:

- credit card transaction (VISA and MASTERCARD)
- bank transfer
- post transfer

3.4. Safety of payment

Post or bank transfers are safe, however there is an extra charge (ca. 12 CHF) on payments made from a foreign country.

If you choose payment by credit card, for security reasons, we ask that you fax the information to us, rather than sending it via Internet.

4. Communication and documents

4.1. Communication modes

The quickest way to transmit information and documents is via e-mail. This is also our main mode of communication. Larger documents such as books (or documents not available in file-format) can be sent by regular post.

For questions or urgent communication, you are welcome to call us by phone or to fax us. Please call between 9 a.m. and 20 p.m. CET.

4.2. Document formats

In addition to paper documents such as letters, photocopies and books, we are also capable of working with the following file formats and carriers:

- files attached to e-mails: most customary formats including
 - .doc, - .rtf, - .txt, - .wpd, - .lwp, - .html,
 - .ppt, - .xls, - .mdb, - .dbf etc.
- zip-files
- floppy disks, CD-ROMs, Iomega Zip disks (100 MB)

4.3. Confirmation of order and acceptance by the client

In order for a translation to be carried out, the following steps are necessary.

1/ Client makes query with details of item to be translated		
	↘	2/ JMF Services responds with estimates of price and turnaround time outlined on agreement form
3/ Client accepts, specifies options such as: delivery format, payment mode etc.	↙	
	↘	4/ JMF Services begins translation and notifies client
5/ Client receives translation and invoice	↙	

4.4. Delivery

Final translations can be delivered in the formats previously mentioned in the "Document formats" section. Translations of Web pages can be formatted in HTML, using the original layout. You can specify your preferred delivery format in the agreement form.

4.5. Deadlines

As soon as we have received your agreement, we can start the translation work. Unless other terms have been agreed upon, this generally takes:

- 3 days for documents of 1 - 4 pages
- and 1 extra day for every 2 - 3 additional pages

5.1. Confidentiality

Many of the documents that people or companies need to have translated contain personal, confidential or critical information. JM FRIEDLI Services is an independent company with no other ties or affiliations or competing interests. To date we have translated sensitive materials such as business plans and psychological reports - to name a few.

In a word, all documents are carefully handled and confidential treatment is guaranteed. Because e-mail is not a totally secure medium, we suggest that you send confidential documents via registered post.

5.2. Guarantee of quality

As language professionals, we strive to do our best, and our long-standing track record speaks to our excellence. Because translation is an art and not a science, at times, perceptions can vary. To date, we have seldom had to rewrite or re-edit our work. But if for some reason you are not satisfied, we will work with you to re-edit or rewrite so that you are satisfied.

5.3. Authentication procedure and fees

Some official documents need to be authenticated in order to be recognized by the authorities concerned. This would be done, for our company, at the "Staatskanzlei des Kantons Basel-Stadt" (i.e. the official government chancellery where our company is located). Each authenticated page is charged SFr 15.-; this fee is charged in addition to fees for translation and proofreading.

NOTE: the act of authentication is a recognition that the translation work was done by an officially registered translator, not a recognition of the original document. Therefore we ask you to send us a photocopy (even for official purposes) and **not** the original document.

5.4. Style of translations

Every document requires a specific style of language. A legal document not only has a content different from an advertising brochure or a case report in psychology, but also a different style (in terms of vocabulary, phrases, expressions etc.). One of the strengths of JM FRIEDLI Services is our ability to handle diverse styles, particularly for documents and topics that are covered under "Which areas do we cover?".

5.5. Layout and design

The original format and layout of translations will be preserved as far as possible. This can be best done if the document to be translated is sent to us in a file format (e.g. as an attached file to an e-mail), so that it can be used as a template (with original logos etc.). Documents from Web pages will be sent back in HTML format. Due to the large variety of HTML interpretation by different browsers and programs, it may not be possible for us to create a file that matches your format precisely. However, we will do our best to stay true to the original layout.

5.6. Co-operation with the author(s) of the document(s)

To guarantee the best possible quality in translations, it is helpful for the translator to have an exchange with the author/editor of the original document in order to clarify subtle points in style or meaning, rather than leaving this only to the interpretation of the translator. Therefore, we may, occasionally, engage this type of contact via phone or e-mail.

6.1. About us

JM FRIEDLI Services is a company founded by Jean-Marc Friedli to provide high quality translations.

Background:

Jean-Marc Friedli was born in Brazil, to a Swiss bilingual family. He grew up in a trilingual environment, speaking French, German and Portuguese. He attended High school and University in Switzerland where he studied German, French, Philosophy and Anthropology. He also studied Cinema at a Film College in Brussels.

He has been working as a language teacher in public and private schools since 1980 (and since 1993 in the language school he co-founded). He has been active as a translator for different companies since 1986.

Several trips to Greece, Italy, France, Germany, Portugal, England, Scotland and Australia deepened his familiarity and love of languages.

6.2. Contacts

How to register

If you are interested by our services, and would like to register, you can fill one of the two forms at the end of this document, then fax it or copy it into an e-mail message.

There are two options:

- If you have a translation that needs to be done at this time and you wish to place an order, then click on "[Order form](#)"
- If you do not have a translation order currently, but would like to be registered as a future client, then click on "[New client](#)"

Alternatively, you can go (back) to our web site and fill the corresponding forms.

You can also e-mail or fax us.

6.3. Address and contact information:

JM FRIEDLI Services

Gempenstrasse 70,
CH - 4053 Basel

Tel.: (0041) - 061 361 33 06

FAX: (0041) - 061 361 33 06

(NOTE: Central European Time)

e-mail:

info@yourtext.com

OR

jmft@bluewin.ch

homepage:

www.yourtext.com

OR

www.yourtext.ch

7.1. Order form

Order and registration form

FAMILY NAME / FIRST NAME: _____

COMPANY NAME (if applicable): _____

Address (Street and number): _____

Postal code and city: _____

Country: _____

Telephone: _____

FAX Number: _____

e-mail address: _____

Alternative e-mail address: _____

Type of document to translate (PLEASE USE a "X" TO MARK THE ITEM)

- | | | | | |
|------------|----------|--------|--------------|-------------|
| • Brochure | Contract | Letter | Booklet | Certificate |
| • Book | Web page | Report | Presentation | Memo |
| • Other | _____ | | | |

From area:

- | | | | | |
|-------------------|----------------|------------|-------------------|-------------|
| • Business | IT and related | Laws | Sciences | Natural sc. |
| • Social sciences | Philosophy | Private | Correspondence w. | authorities |
| • Engineering | Arts | Literature | Film | Theatre |
| • Lifestyle | Advertisement | Other: | _____ | |

Volume of document (in pages): (PLEASE USE a "X" TO MARK THE ITEM)

- | | | | |
|------------------|---------------|---------------|----------------|
| • 1 - 3 pages | 4 - 6 pages | 7 - 10 pages | 11 - 15 pages |
| • 16 - 20 pages | 20 - 30 pages | 30 - 50 pages | 50 - 100 pages |
| • over 100 pages | | | |

Original format of document: (PLEASE USE a "X" TO MARK THE ITEM)

- | | | | |
|--------------------------|-----------|-----------------|------------------------|
| • Attached file (e-mail) | Photocopy | Web page (HTML) | Booklet |
| • Book | Brochure | Other | File(s) on floppy disk |
| | | | ZIP disk |

(ORDER FORM, page 2)

Format preferred for delivery: (PLEASE USE a "X" TO MARK THE ITEM)

- Attached file (e-mail) Paper print File on floppy disk
- File on ZIP disk FAX transmission

Languages (FROM - INTO):

Deadline for delivery: _____

Payment mode preferred: (PLEASE USE a "X" TO MARK THE ITEM)

- Eurocard/MC
- Visa
- Post transfer
- Bank transfer

Remarks / Comments:

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To communicate with JM FRIEDLI Services, I prefer:
(PLEASE USE a "X" TO MARK THE ITEM)

- English
- Français
- Deutsch
- Italiano

PLEASE SIGN HERE:

7.2. New client

Registration for information

FAMILY NAME / FIRST NAME:

COMPANY NAME (if applicable): _____

Address (Street and number): _____

Postal code and city: _____

Country: _____

Telephone: _____

FAX Number: _____

e-mail address: _____

Alternative e-mail address: _____

Probable type of document to translate (PLEASE USE a "X" TO MARK THE ITEM)

- Brochure Contract Letter Booklet Certificate
- Book Web page Report Presentation Memo
- Other _____ I don't know yet

Probably from area:

- Business IT and related Laws Sciences Natural sc.
- Social sciences Philosophy Private Correspondence w. authorities
- Engineering Arts Literature Film Theatre
- Lifestyle Advertisement Other: _____ I don't know yet

Probable languages (FROM - INTO):

Remarks / Comments:

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To communicate with JM FRIEDLI Services, I prefer:
(PLEASE USE a "X" TO MARK THE ITEM)

- English Français Deutsch Italiano

PLEASE SIGN HERE: