



## TRANSLATION F.A.Q.

### **I: What languages do you offer?**

As the name suggests, the Quill focuses on linguistic services in and between French and English. Thanks to our tight network of experienced colleagues, we can also provide services in German, Dutch, Spanish, and Italian.

### **II: How long does a translation take?**

The turnaround time depends on the source text's complexity, its format, and the type of translation required, that is to say whether it is for information or publication. Translations for wide distribution or publication also go through an external review and proofreading process.

As a rule of thumb, a professional translator working on a project for publication "produces" 1,500 words per day. Bilingual review is estimated at 500 words/hour, and final monolingual proofreading at 1,000 words/hour.

### **III: How do we send you the files for translation and any other useful documentation?**

You can send them to us by e-mail at [info\[at\]francoamericanquill\[dot\]com](mailto:info@francoamericanquill.com). Our alternate e-mail address is [lokaiahndquill\[at\]gmail\[dot\]com](mailto:lokaiahndquill[at]gmail[dot]com).

If your files are too heavy to send as attachments, please contact us and we will arrange for a secured FTP transfer.

### **IV: How do you calculate the cost of a translation?**

For each project, we provide a detailed quote once we have seen your document and are aware of your specifications.

A project's cost is dependent upon several variables:

- Subject matter expertise
- Difficulty of the source text
- Level of service desired (for comprehension <> for publication)
- Review or proofreading required
- Source text format
- Turnaround time



## **TRANSLATION F.A.Q.**

### **V: What file formats do you work with?**

We work with all standard business software: Word, Excel, PowerPoint, PDF.

Unless specified otherwise, the translations are delivered in MS Word.

We strive to accommodate special needs and requests, so please discuss them with us from the outset.

### **VI: How do you protect my documents' safety?**

Extreme care is taken each step of the way.

First, we protect our computers with Zone Alarm, Avast Antivirus, Spy Doctor, Ad-Aware, and Firetrust Benign. We use an Ethernet Internet connection rather than Wifi, which is not safe. Knock wood, we have not had an infection of any sort in the past 4 years.

We protect the integrity of your source file(s) by immediately saving them on two different hard drives. A third copy is used as the working copy during the translation process. The completed translation and your original documents are backed up on an external hard drive.

The final review is always done on a hard copy. Once the project is completed to the client's satisfaction, these paper copies are shredded (DIN 3 security level).

Respecting client confidentiality is inherent to a professional translator's ethics. Should you wish, we would be happy to sign a nondisclosure agreement.

Finally, the Franco-American Quill holds liability insurance with AXA.

### **VII: What forms of payment do you accept?**

We accept checks in Euro drawn on a French bank, or wire transfers in Euro net of all banking and forex charges.