Terms and Conditions

Welcome to Lyst Form Translator! These terms and conditions apply to the use of our website and services, unless otherwise agreed.

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1. **Definitions**
   • "We/Us" refers to Lyst Form/Pernilla Hoffer Jansson.
   • "Client" refers to the individual or organization ordering our services.
   • "Services" refers to translation, editing, proofreading, or other linguistic services we offer.
2. **Services**
   We provide professional language services such as translation, proofreading, language review, and other language services as agreed. Each assignment is specified in a separate agreement or in the communication preceding the order.
   • The scope, price, and deadlines for each project are agreed upon and confirmed in advance.
   • An estimate is provided based on the project's scope, text complexity, and delivery time.
   • Prices are stated in SEK or Euro and include VAT within Sweden.
   • We reserve the right to decline projects that conflict with our ethical guidelines or applicable laws.
3. **Delivery**
   • Translated documents are delivered electronically unless otherwise agreed.
   • We deliver according to the time frame agreed upon during the order, based on the material provided and after reviewing the material unless otherwise specified in writing.
   • Any delays due to circumstances beyond our control, such as technical issues or the client's late feedback, will be communicated promptly.
   We are not responsible for delays caused by circumstances beyond our control.
4. **Client's Responsibility**
   • The assignment assumes that the client holds the rights to the text, its translation, or any modifications. It is the client's responsibility prior to the assignment.
   • The client must provide complete, clear, and accurate source material.
   • Digital material is preferred. Other formats may extend the delivery time.
   • Any special requests (e.g., specific terminology or style) should be communicated in advance.
5. **Quality Assurance**
   We strive to deliver high-quality work. This may involve proofreading translations from partners, which typically does not incur additional costs for the client. However:
   • The accuracy of the translation depends on the quality of the source text and possibly on the deadline.
   • Minor subjective differences in style and expression are a natural part of the translation process.
6. **Revisions**
   • Requests for revisions, adjustments based on feedback, must be made within 14 days of delivery. Minor changes can be made free of charge.
   • Revisions only apply to the scope of the original project. Major changes, changes to the source text, or additions may incur additional costs.
7. **Payment Terms**
   • Invoices are issued upon completion of the project or as agreed.

• Payment is due within 30 days unless otherwise agreed.
• Late payments may incur interest according to applicable law.

8. **Confidentiality and Data Protection**
   • We handle all documents and information provided to us confidentially and with strict privacy, regardless of NDA status. Clients may request immediate deletion, confirmation, or long-term secure storage.
   • We comply with applicable data protection laws, including GDPR. Data or material shared with us will not be disclosed to third parties without the client's consent, except as required by law.
   • The material is never used for training external tools, AI systems, or shared externally. Professional CAT tools may be used unless the client requests otherwise. When working with cloud-based tools, all data-sharing and machine-learning features are disabled. Free versions of MT/AI tools are not used for confidential text.
   • All project files are stored on encrypted devices (BitLocker/FileVault). Cloud storage is limited to secure, GDPR-compliant services with two-factor authentication. Sensitive documents may be placed in an additional encrypted area (e.g., Personal Vault) and /or be encrypted as files. Backups are encrypted and stored separately to prevent data loss.
9. **Intellectual Property Rights**
   • Upon full payment, the rights to the translation are transferred to the client. For literary translation, a special agreement is used, as the copyright belongs to the translator, and the usage is agreed upon.
   • We reserve the right to use anonymized excerpts of the work for marketing purposes unless the client explicitly prohibits this.
10. **Liability**
    • We are not liable for direct, indirect, or consequential damages or economic losses arising from the use of our services.
    • In case of errors, our liability is limited to the amount paid for the service.
11. **Cancellation Policy**
    • Projects can be cancelled before work begins without charge.
    • If work has commenced, the client will be charged for the part of the project that has been completed.
12. **Dispute Resolution & Applicable Law**
    • In case of disputes, both parties agree to attempt to resolve them through informal negotiations.
    • If the dispute cannot be resolved, it will be governed by Swedish law.
13. **Updating of Terms**
    We reserve the right to update these terms at any time. Clients are encouraged to review this page regularly.

Contact Information
For any questions or concerns regarding these Terms and Conditions, please contact us at:
Email: pernillahj@lystform.se
Website: www.lystform.se

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