

Terms and Conditions

- In the event that a client wishes to cancel an evaluation, payment will be refunded in full if the translation has not yet been started. If the translation has been started, the client will be charged for all work completed up to the point of cancellation. If the translation has been fully completed, no refund (except for shipping fees) will be processed.
- Generally we receive emailed scans of documents to translate. If any original documents are sent to us, they will not be returned unless specifically requested by the client.
- If there is a dispute concerning the completed translation or a modification requested by the client, IEE Inc. is not obligated to make any changes unless, after research, IEE Inc. feels that it is right and correct to do so. In any case of disputes/requests for corrections, the request must be formally stated by the client in writing. Any change that is requested by the client and approved by the translator will be paid for by the client unless the change requested was a clear error on the part of the translator.
- By submitting this form, the client authorizes that he/she owns the documents, has the right to have them translated, and that they are not forged nor do they contain false information.

Privacy Policy

We receive and may store any information you voluntarily enter on our website or give to our website in any other way. We collect personal information only for the purposes of fulfilling orders, providing a high level of customer service, gaining knowledge internally regarding what our customers want and mailing correspondence. We do not sell personal information and we do not disclose personal information to any other party. This information may include:

- your name.
- your mailing address.
- your e-mail address.
- your phone number.
- your credit card number.

We receive and store certain types of information whenever you interact with us. For example, like many Web sites, we use "cookies," and we obtain certain types of information when your Web browser accesses our Web site. We use cookies to provide our customers with streamlined ordering and other useful features. Cookies will not be used by us to retrieve any information about you, or from your computer, that you have not voluntarily given to us. We may share your personal information with our employees and with companies acting as our authorized agents or partners in providing our service or co-branded services (e.g., credit card processing and customer and support services) to you and for Information Usage Purposes and for the purpose of completing your translation request. These companies agree to use such personal information only for such specified purposes. Each partner must agree to implement and maintain reasonable security procedures and practices appropriate to the nature of your personal information in order to protect your personal information from unauthorized access, destruction, use, modification, or disclosure.

Our website uses Secure Sockets Layering (SSL) to encrypt your personal credit information, including your credit card number, before it travels over the Internet. SSL technology is the industry standard for secure online transactions. Encrypted information cannot be read or recorded as it travels over the Internet. You can tell you are sending information securely by the unbroken key icon or closed lock icon that should appear at the bottom of your Internet browser's window (depending on what browser you use). These icons will appear when you are placing an order on our Site. In addition, you will see our Site address change slightly, from http: to https: indicating a secure server connection is being used. The computers that store your Personal Information are located in a separate facility that employs the latest in firewall and security technology. We employ these procedures to protect your Personal Information from unauthorized access, destruction, use, modification, or disclosure.

By using our Site, you agree to the terms and conditions of this Privacy Policy. Make sure you read this Privacy Policy carefully, because if you do choose to use our Site, you automatically agree to this Privacy Policy. If you do not agree to this Privacy Policy, please do not use our Site.

We reserve the right, at our discretion, to change, modify, add, or remove portions of this Privacy Policy at any time. If this Privacy Policy changes in the future, we will let you know by posting the new Privacy Policy on our Site or by sending an email to our opt-in list. Please check this Web page periodically for changes. Your continued use of our Site following the posting of changes to these terms and conditions will mean you accept the changes contained in the latest published Privacy Policy.

We will occasionally update this Statement of Privacy to reflect company and customer feedback. We encourage you to periodically review this Statement to be informed of how we are protecting your information.

We welcome your comments regarding this Statement of Privacy. If you believe that we have not adhered to this Statement, please contact us at. We will use commercially reasonable efforts to promptly determine and remedy the problem.