FAQ

Q: Do you translate into English?

A: As a rule of thumb, I only translate into my native Italian, even though I'm proficient in English.

If I do translate into English, I always ask a native speaker specialised in the subject field or a translator/proofreader to look over my work before delivering it to the client. This eradicates even the smallest of errors, as only native-language writers can capture the nuances and subtleties that characterise each language.

Q: Do you translate from any other languages?

A: Yes, I also translate from Spanish and French.

Q: What happens after I contact you for my project?

A: First of all, I'll look at your material (e.g. text, video, website) to get a general idea of what the job involves and the time it will take to complete it. If I think I am suited to the job and we are a good fit, I'll provide you with a quote. Once we have agreed on the price and a deadline and you have read and signed my terms and conditions, I'll start work on your project.

If I don't think I'm the best person for the job, I'll let you know as soon as possible. I may still be able to help you by putting you in touch with a colleague or pointing you in the direction of a suitable professional.

Q: What happens once I give you the go ahead?

A: Generally speaking, my work consists of several steps:

Research
1. I do background research into the topic and its terminology in both the **source** (the language I'm translating from) and **target** (the language I'm translating into) **languages**

Translation
2. I translate the text

Revision
3. I check the translation against the source text and the brief
4. I proofread the final version for spelling mistakes and typos
5. I check the formatting in the target text to make sure that it mirrors the original

Delivery
6. I deliver your finished translation

Optional
1. I can ask a proofreader to check my work – after all, four eyes are better than two;
2. I can review the proofreader's comments and corrections (if any) and make changes based on the feedback and/or suggestions provided

I'm happy to consult any style guides and/or other reference material that you would like me to use in your project. I also offer **additional services** such as glossary building, which can prove very useful for new documents or if you need to update existing files. Using a glossary ensures consistency throughout your content. Get in touch to discuss your requirements.

Q: Do you have a minimum fee for short projects?

A: Yes**,** I charge a minimum fee of £40 for small projects and texts of up to 500 words. This takes into account the necessary research, translation, proofreading and admin time.

Q: What are your payment terms?

A: If you are a new client, you will need to pay 50% of the total cost of the project before I start working on it and settle the outstanding amount within 30 days from the date of invoice when the project is complete. Interest and/or a late payment fee will be charged for delayed payments. Details about payments and late payments are outlined in my terms and conditions.

Q: What happens if I'm not happy with your work?

A: In the unlikely event that you are not happy with my work, I will be open to your feedback and discuss the project in detail with you in order to find a solution. My aim is entirely satisfied clients and I like building a good rapport with them.

Feel free to contact me for more information or if you have any further questions and I'll be happy to help.