



## What happens when I place a translation?

**This guide explains what will happen to your text and how you will receive your translation.**

Document received at MTT and word counted



MTT allocate a suitable translator with the correct language/technical skill combination to arrange estimated delivery  
*We only use professional, mother-tongue translators*



MTT provide a **guaranteed fixed quote** for your translation, so you know exactly what to budget because your fee is guaranteed not to increase



On receipt of your approval, we place the work with the translator and produce your confirmation sheet, showing the **guaranteed delivery deadline**

*This gives you the chance to check we have fully understood your instructions and to add any last minute comments*



If there are any queries during translation, we make a point of drawing your attention to them  
*This ensures we can meet your guaranteed deadline*



Once the translation is received back, it is **checked in-house** before being forwarded to you by email, post or fax as you require. We cater for most formats – just ask.

We always carry out a brief in-house check, but can also arrange professional proof-reading for documents to be published



You receive a feedback form for your comments with the translation by email

This helps us ensure you are delighted with our service



New customers receive an after sales call to check they are delighted with the service and to gather feedback.



Your invoice is prepared and issued by post, together with any original documents.



**If you refer a colleague or friend, we'll send you an M&S voucher as a Thank You!**

