

Diction AG General Terms and Conditions

1. The rates specified by Diction AG are binding. Quotations comprise estimated costs for the text volume known at the time of the quotation. If no cost quotation is prepared, the binding contractual basis is the order confirmation sent by Diction AG. Special client terms may be agreed.
2. Diction AG's rates include quality assurance procedures and responses to any queries about the texts processed. Rates do not include VAT.
3. Work is charged in set periods. There are no extra charges for urgent projects or for weekend work.
4. If the client cancels the project before delivery for reasons that are not attributable to Diction AG, any work already performed will be invoiced.
5. Payment terms: 30 days net. Bank fees are borne by the client.
6. In the event of error, Diction AG shall render non-monetary compensation up to the value of the project if intent or gross negligence is proven. Under no circumstances will the value of this non-monetary compensation exceed the value of the project. Written complaints may be submitted up to seven days after delivery of the texts, after which the work will be deemed to have been accepted. Complaints relating to parts of the project or part deliveries do not entitle the client to reject the entire delivery. The client is entitled to make corrections. Diction AG accepts no liability if any editing or translation work is carried out by third parties.
7. Diction AG will deliver projects punctually and reliably by the agreed deadline. However, no liability is accepted for delays due to force majeure.
8. The client is responsible for the legitimacy of the text's content. Diction AG does not issue printing approval and accepts no liability in connection with printing.
9. All texts are treated as confidential. For this purpose, confidentiality agreements may also be concluded. All text and data transmissions between the client and Diction AG are at the client's own risk.
10. These General Terms and Conditions apply to all business relationships between Diction AG and the client. Any amendments must be made in written form. Such amendments will not affect the validity of other provisions of these General Terms and Conditions.
11. By placing an order, the client confirms that they have read and accepted these General Terms and Conditions.
12. Buchs SG is the place of performance and the place of jurisdiction.