

Terms of Service

Effective 27 September 2026 · Version 1.0

1. Scope and definitions

- 1.1. These terms govern the translation, editing and related services (the Services) provided by Algirdas Urbonas, self-employed under individual activity certificate No. 735224, VAT number LT100015467415, Žalgirio g. 90, Building D, Office 622 (Regus), Vilnius, Lithuania, email info@algirdasurbonas.lt, phone +370 636 88 454 (the Service Provider).
- 1.2. They apply to every natural or legal person who orders the Services (the Client).
- 1.3. A natural person who orders the Services for purposes outside their trade, business, craft or profession (a Consumer) has all rights under mandatory consumer protection law. Where these terms conflict with that law, the law prevails.
- 1.4. An agreement on specific Services, their price and deadline (an Order) is made under Section 2.
- 1.5. The Service Provider translates between English and Lithuanian in both directions, translates legal documents with legal review, and edits texts. Translation in other language pairs and language technology work (such as preparing files for translation software) is carried out with partners (Section 8). On request, the Service Provider arranges for a notary to certify the translator's signature and for the document to be certified with an apostille.
- 1.6. Legal review means checking that legal terms and concepts are rendered accurately and that references to legislation, dates, amounts and party names match the source. It is not legal advice or representation.
- 1.7. Where a written contract with the Client or an Order provides otherwise, that agreement prevails.

2. Orders

- 2.1. The Client sends the documents by email or through the website form, stating the required deadline and the purpose of the translation.
- 2.2. The Service Provider sends a quote by email setting out the Services, the price or pricing method, and the deadline.
- 2.3. The Client confirms an Order by accepting the quote by email or by paying in advance. Where the Service Provider has asked for advance payment, work starts on receipt of payment.
- 2.4. By confirming an Order, the Client accepts these terms. On receiving a Consumer's confirmation, the Service Provider emails the Consumer these terms as a PDF.
- 2.5. If the Client changes or adds material after confirmation, the Service Provider may revise the price and deadline, and will tell the Client before continuing.

3. Prices and payment

- 3.1. Translation is charged per page of 1,700 source characters excluding spaces.
- 3.2. Rates are published on the website. The Service Provider is VAT-registered. Prices for Consumers include 21% VAT; prices for other Clients exclude VAT.

- 3.3. The minimum charge per Order is €15 including VAT (€12.40 excluding VAT). Urgent work, delivered on the same working day, carries a 50% surcharge.
- 3.4. The final price reflects the actual volume. Where the quote estimates the volume, the quoted price is provisional.
- 3.5. Notary fees for certifying the translator's signature and apostille fees are not included in the translation price. The Client pays them at the rates set by law.
- 3.6. The Client pays within 14 days of delivery against a VAT invoice. The Service Provider may ask Consumers to pay in advance.
- 3.7. A Client who is not a Consumer and pays late owes interest and compensation for recovery costs under the Lithuanian Law on the Prevention of Late Payment in Commercial Transactions.

4. Deadlines and delivery

- 4.1. The deadline is stated in the quote. It runs from receipt of all necessary material and confirmation of the Order or, where advance payment was requested, from receipt of payment.
- 4.2. If the Client is late in supplying material or answering questions, the deadline is extended by the same period.
- 4.3. The Service Provider delivers the translation by email in the source format or another agreed format, such as DOCX or PDF. The source layout is preserved where possible; for scans and complex layouts, the text structure is preserved.
- 4.4. A translation is deemed delivered when the Service Provider sends it to the email address given by the Client.
- 4.5. If, for good reason, the Service Provider may be unable to meet a deadline, he will notify the Client promptly and agree a new one.

5. Client's obligations

- 5.1. The Client:
- supplies legible and complete source documents;
 - states in advance what the translation is for, such as a court, a notary or publication;
 - supplies available reference material: previous translations, glossaries, related documents;
 - specifies preferred terminology and the spelling of names;
 - answers the Service Provider's questions promptly.
- 5.2. The Client confirms that it is entitled to submit the documents, and any personal data in them, for translation.
- 5.3. The Service Provider marks illegible passages in the translation.

6. Quality, revisions and complaints

- 6.1. The Service Provider renders the content of the source accurately and uses the Client's terminology.
- 6.2. For 30 days after delivery, the Client may, by email and free of charge, ask questions about the translation, request clarifications and raise quality complaints. A complaint must identify the passages and the defects.
- 6.3. If a complaint is justified, the Service Provider corrects the translation free of charge within a reasonable time.
- 6.4. Changes to the source after delivery are treated as a new Order.
- 6.5. Stylistic preferences not stated in advance are not defects if the translation is accurate.

6.6. This section does not limit a Consumer's rights under mandatory law, including the time limits it sets.

7. Confidentiality and personal data

7.1. The Service Provider keeps all the Client's documents and information confidential. He discloses them only:

- to the partners referred to in Section 8;
- to his accountant, as needed for bookkeeping;
- to his email and website hosting providers and the language technology providers referred to in clause 7.3;
- where the law requires.

7.2. The Service Provider does not upload documents to publicly available services that use input to train their models.

7.3. He uses only language technology tools (translation memory software, machine translation, AI assistants) whose providers do not use the submitted data to train models and keep it confidential. He processes documents containing personal data only with tools whose providers have entered into a data processing agreement with him, or with systems provided or specified by the Client.

7.4. The Client may prohibit the use of such tools for a specific Order.

7.5. The Service Provider signs a non-disclosure agreement on request.

7.6. The Service Provider processes personal data under the [Privacy Policy](#).

7.7. Where the Client is a legal person or other business and the documents contain personal data controlled by the Client, the Service Provider processes that data as a processor under the [Data Processing Agreement](https://algirdasurbonas.lt/f/Duomenu_tvarkymo_sutartis_DPA_LT-EN.pdf) (https://algirdasurbonas.lt/f/Duomenu_tvarkymo_sutartis_DPA_LT-EN.pdf) published on the website, unless the Client and the Service Provider have signed a different one. Where the Client itself processes the personal data on behalf of another controller (for example, a translation agency), the Service Provider acts as its sub-processor and the Data Processing Agreement applies to that relationship.

8. Partners

8.1. The Service Provider performs the Services himself. Where a specific Order requires it, for example translation in other language pairs or language technology work, he may engage vetted partners – translation agencies or translators (subcontractors). If partners are needed for English–Lithuanian translation, for example for large or urgent Orders, he engages them only with the Client's consent.

8.2. He passes documents containing personal data to partners only with the Client's consent.

8.3. Partners receive only the material needed for their work and, before receiving it, give a written confidentiality undertaking; partners who process personal data are bound by the same data protection obligations as those in the Data Processing Agreement.

8.4. The Service Provider checks the partners' work and is responsible to the Client for the whole Order.

9. Liability

9.1. The Service Provider's liability is capped at the price of the Order. The cap does not apply to damage caused intentionally or through gross negligence, or where the law, including mandatory consumer protection law, prohibits limiting liability.

9.2. The Service Provider is not liable for:

- errors and inaccuracies in the source;
- consequences of the Client supplying information or material late or incompletely;
- use of the translation for a purpose the Client did not disclose in advance.

9.3. Where the Client and the Service Provider have signed a separate non-disclosure agreement, liability for breach of confidentiality is governed by that agreement.

10. Consumer's right of withdrawal

10.1. A Consumer who places an Order at a distance may withdraw from the contract within 14 days of the day the Order is confirmed, without giving reasons, under the Civil Code of the Republic of Lithuania.

10.2. To withdraw, the Consumer sends a clear statement by email to info@algirdasurbonas.lt or by post to Žalgirio g. 90, Building D, Office 622 (Regus), Vilnius, Lithuania, before the period ends. The model form in clause 10.6 may be used but is not required.

10.3. A Consumer who expressly asked for the Services to begin during the withdrawal period and then withdraws pays an amount proportionate to the Services provided up to the notice of withdrawal, compared with the full scope of the Order.

10.4. The Consumer loses the right of withdrawal once the Services are fully performed, if performance began with the Consumer's prior express consent and acknowledgement that the right would be lost once the Services are fully performed (Article 6.228¹⁰(2)(1) of the Civil Code). Where a Consumer wants the translation within 14 days, they give this consent and acknowledgement in the website enquiry form or by replying to the quote by email, and the Service Provider confirms it by email.

10.5. The Service Provider refunds the Consumer's payments within 14 days of receiving the withdrawal notice, less any amount due under clause 10.3.

10.6. Model withdrawal form (complete and return only if you wish to withdraw):

- To: Algirdas Urbonas, Žalgirio g. 90, Building D, Office 622 (Regus), Vilnius, Lithuania, email info@algirdasurbonas.lt
- I hereby give notice that I withdraw from my contract for the following services: ...
- Ordered on: ...
- Name of consumer: ...
- Address of consumer: ...
- Signature of consumer (only if this form is notified on paper): ...
- Date: ...

11. Cancellation

11.1. The Client may cancel a confirmed Order at any time by email and pays for work done up to receipt of the notice. This does not affect a Consumer's right of withdrawal under Section 10.

12. Intellectual property

12.1. On full payment, the Client receives a non-exclusive licence, unlimited in time and territory, to use the translation for any purpose, including the right to reproduce and adapt it and to pass it on to its own clients or other third parties.

12.2. The Client warrants that it is entitled to submit the text for translation and to use the translation.

12.3. The Service Provider may keep anonymised terminology for use in his work. He removes or anonymises personal data in translation memories within 12 months of delivery. On the Client's request, he deletes or anonymises all of the Client's text segments left in translation memories.

13. Governing law and disputes

13.1. These terms are governed by Lithuanian law. A Consumer keeps the protection of the mandatory law of their country of habitual residence.

13.2. The parties will try to settle disputes by negotiation, failing which the courts of the Republic of Lithuania have jurisdiction. A Consumer may also bring proceedings in the courts of the country where they are domiciled, and proceedings against a Consumer may be brought only in that country.

13.3. A Consumer who has first raised the matter with the Service Provider in writing may refer the dispute to the State Consumer Rights Protection Authority (Valstybinė vartotojų teisių apsaugos tarnyba, vvtat.lrv.lt).

14. Final provisions

14.1. The Service Provider may amend these terms and publishes each new version on the website with its effective date.

14.2. Each Order is governed by the version in force on the day it is confirmed.

14.3. If any provision is invalid, the rest remain in force.

14.4. These terms are published in Lithuanian and English. If the versions differ, the Lithuanian text prevails.