

TERMS AND CONDITIONS

1. ACCEPTANCE OF TERMS & CONDITIONS

We notify Users of the following Terms & Conditions of use and privacy, that are applicable to the use or access to www.wellwordstudio.com (Wellword or the website); hence it is understood that you accept them and agree to comply to them.

The User is understood as the person who has access to www.wellwordstudio.com, that agrees not to use devices, software or any other means to interfere with the website's activities and/or operations or the databases and/or information contained in it.

Documents that the User sends are received and returned electronically or by post mail if requested, on the understanding that the charges generated by this concept will be covered by the User. All clients must have a valid email address.

Wellword is not responsible for any damage to computer equipment, software, websites, content, or other assets that could be generated by the distribution of a virus.

2. PAYMENT METHODS

All payments must be made electronically via PayPal or wire transfer. Orders and payments will be acknowledged with a receipt sent to the email address you provide within 48 hours after they are received.

3. CONFIDENTIALITY

Wellword assures its Users that the content of the documents that are received will be handled as confidential information. For further information, see Confidentiality Agreement.

4. PRIVACY POLICY

The data that is gathered from forms is handled as per our Privacy Notice. For further information, see Privacy Policy.

5. WELLWORD INDUSTRIAL PROPERTY

The intellectual property rights with regards to the distinctive emblems and domains of the website, as well as the rights to use and exploit it, including disclosure, publication, reproduction, distribution and processing, are exclusively property of Wellword. The User does not acquire any intellectual property right from the use of services and content of the website and at no time will such usage be considered as an authorization or license to use the services for purposes other than those contemplated in these Terms & Conditions of Use and Privacy and respective contracts.

6. COPYRIGHT ON THE WORK DEVELOPED

The final work resulting from the development of services offered by Wellword will have a double treatment in terms of copyright according to the nature of the document that is sent:

When Wellword receives a document, it will be assessed on whether it is literary in nature or not

-Where the document is not a literary work, the development of services shall be constituted as commissioned work in accordance with the provisions set forth in Article 83 of the Federal Law on Copyright

-Should the submitted document be considered literary in nature, the development of services will take place by means of a contract for the provision of translation services

7. VIOLATION OF COPYRIGHT OF THIRD PARTIES

Users are reminded that violation of copyrights and plagiarism are a crime. We do not assume responsibility for breach of copyright by third parties of the content of the documents of our Users. It is the User's sole responsibility to carry out proper research and include acknowledgements and citations within the text.

In the event that any of the warranties that the User expressly agrees to in the terms of this clause are included, the User agrees to indemnify Wellword for any loss, injury, damage, actions, claims, proceedings, lawsuits or expense of any kind, including legal fees derived from the infringement or breach of the aforementioned warranties.

8. WELLWORD QUALITY OF SERVICES

Every document is translated, edited or drafted with the highest quality standards. Nonetheless, Wellword cannot

guarantee that submissions are 100% error-free. It is guaranteed that the project will be re-edited at no cost to the client, as per ORIGINAL instructions. Wellword is not responsible for any claim, loss, or injury based on errors or any other inaccuracies on our website or in our clients' documents (including, without limitation, those resulting from any violation of the terms of this agreement). All our translators and editors offer the best possible service and work to the best of their abilities; however, they cannot guarantee that the documents are delivered error free. The scope of the translation / edition delivered may vary according to the magnitude of the instructions provided by the client when the original service request was made. The delivery time or date is agreed between the User and Wellword and will be different in each case, since it serves the complexity, extension, and peculiarities of each job.

9. CANCELLATION POLICY

Cancellation of a service - translation, editing, interpretation or language instruction - should be sent in writing via email to info@wellwordstudio.com. Telephone calls, voice mails and text messages will not be considered formal means of cancellation. Once received, Wellword will contact the translator, editor, interpreter or instructor appointed to cancel the project and immediately discontinue the service. Once the service is discontinued and canceled, Wellword will contact the client within a 24-hour period to provide a notification about the project's status. Service charges will be calculated as per the progress of the service provided, should this be the case, prior to the client's cancellation request. Completed services will be submitted along with the remaining payment for unfinished services due to a cancellation.

10. RE-EDITING REQUESTS

A re-editing request must detail all the doubts, questions, and possible editing errors or omissions so that Wellword editors can solve them clearly, respond, or correct the areas in question as quickly and professionally as possible. Review and re-issue applications apply only with regard to the original text and will be edited according to the original instructions. Corrections consist of any grammar, spelling, punctuation, editing, and possible errors in the final version submitted to the client by Wellword. Hence, no additional re-editing changes are included, nor modifications or alterations made by the author or client once completed projects are delivered as this would constitute a new document and a new editing project request. Wellword will confirm receipt of the request for review from the client and will begin to re-edit within 24 hours.

11. PROVISION OF THE SERVICE

The services described on our website are intended as orientation guidelines so that from them, the client can determine specific needs. Given that each project and each client are unique, Wellword will provide its services based on the specific instructions provided by the client in the original request. Under no circumstances does Wellword intend to introduce its services in either an erroneous or fraudulent manner. All efforts are made to honorably present and offer the services described on our website.

12. MOBILE DEVICES AND OTHER KINDS

If services are used by means of mobile devices, the User should take into consideration that regular rates from its operator will apply.

13. MODIFICATIONS TO THE TERMS AND CONDITIONS

The Terms & Conditions specified may be amended, altered, or revoked at any time, for any reason and without prior notice.

14. APPLICABLE LAWS AND JURISDICTION

For the interpretation, compliance, and enforcement of these Terms & Conditions of use and privacy, the User agrees that Mexican federal laws shall apply and that the courts of Mexico City, Federal District, are competent, expressly waiving any other jurisdiction or jurisdiction that may correspond to them because of their present or future domiciles or by any other cause.

This agreement has been written in Spanish in Mexico. Should there exist discrepancies between the original and the translated version, the original in Spanish will be the binding document.