LUÍS VALENTE — TRANSLATION & REVISION

Terms of Service

v39 · 3 Sep 2026 · luisvalente-tradutor.com · luis@luisvalente-tradutor.com · Tax ID 262 845 040

1. Scope and precedence of the quotation

These terms apply to services provided by Luís Valente, including translation, legal and document translation, revision, quality assurance, post-editing, legal transcription and, where expressly included in the quotation, arrangements relating to certification, Hague Apostille, legalisation, shipping or other document formalities.

A quotation may set project-specific terms, including scope, format, service options, price, deadline, delivery method and third-party costs. Where there is a conflict, the specific quotation prevails over these general terms. Mandatory law always prevails.

These terms govern linguistic and document-related services and do not constitute legal, tax, immigration or administrative advice. Where a formality is ultimately determined by a public authority or receiving body, any information provided is limited to organising the documentary workflow on the basis of information supplied by the client.

2. Quote requests, options and validity

Requesting a quote is free and does not bind the client. Quotations are based on the files, information, purpose, language combination, destination country and receiving authority where relevant, and deadline supplied by the client.

A quotation may contain several identified options, for example translation only; translation with certification; or translation with certification and apostille handling. Each option has the scope, price and deadline or estimate stated in the quotation. Unless stated otherwise, quotations are valid for **15 calendar days**. Availability for an urgent or fixed deadline is reserved only once commissioning has been completed.

If the required availability changes before commissioning, a new deadline will be proposed. If payment has already been made and the client does not accept the revised deadline, the amount received will be refunded, except for external costs validly incurred at the client's request.

3. Commissioning by payment

Unless the quotation states otherwise, **no additional acceptance email is required**. The service is commissioned when payment of the amount corresponding to the selected option, or the deposit expressly stated in the quotation, is received.

Payment made after the client has received the quotation and these terms constitutes acceptance of the scope of the paid option, price, payment conditions, applicable deadline or estimate and these Terms of Service. Where several options are offered, the client should use the quotation reference and option identifier specified in the payment instructions. If the payment does not reliably identify the selected option, work will not start until the ambiguity has been resolved.

Unless otherwise stated, prices are in euros. Bank, exchange or transfer charges that prevent receipt of the full amount due are borne by the payer where legally permitted.

The quotation must be accompanied by a copy of these terms on a durable medium, for example as a PDF attached to or incorporated in the quotation document. The contractual version is the version identified in that document, even if the website is later updated.

For consumers, payment may commission the service and confirm acceptance of the quotation, but payment alone does not replace the express request required to begin performance during the statutory withdrawal period. That request is made separately under section 13.

4. Price, invoicing and third-party costs

The quotation identifies my service fee and, where applicable, taxes, certification costs, official fees, shipping and other known external costs. Invoices or receipts are issued in accordance with applicable law.

Fees charged by authorities, notaries, lawyers, solicitors, couriers or other third parties are itemised separately and, where collected through me, are passed on without mark-up on the third party's amount. Any **fee charged by me for arranging, coordinating or carrying out the relevant formality** is a separate service item and is clearly identified in the quotation.

If a material external cost arises that could not reasonably have been known when the quotation was issued, it will not be incurred on the client's behalf without prior approval.

5. Source documents and digital workflow

Unless expressly agreed otherwise, I work from **digital files, PDFs, scans or legible photographs**. The client must provide all pages, reverse sides, stamps, seals, signatures, apostilles, attachments and other elements that are to form part of the translation. Incomplete or poor-quality scans may prevent some elements from being translated or require reassessment.

As a default, **I do not receive or take custody of physical original documents**. Sending a scan does not authenticate the original and does not, by itself, allow the material authenticity of the document to be verified.

If a certifier, authority or receiving body requires the physical original, a certified copy or a verifiable electronic document, the client will be informed. I will handle that step only where it is expressly included in the quotation and compatible with the applicable procedure; otherwise the client must present it directly to the relevant authority or professional.

By default I do not receive or take custody of physical originals. A scan is not an authentication of the original and does not enable me to verify its material authenticity, validity, physical integrity or absence of alterations. If a formality requires an original or authenticated copy, that step remains with the client or competent third party unless a different solution is expressly included in the quotation.

6. Certification of translations

The translation is performed by me. Where certification is included, the certification act is performed by a legally authorised professional or body. The precise form — including separate certification for each document or, where legally and operationally possible, certification of a document set — depends on the certifier and the receiving authority's requirements.

Before commissioning the service, the client must confirm directly with the receiving authority or organisation which formalities are required for the intended use of the documents. Where applicable, this should include whether a certified translation is required, whether each document must be certified separately, whether a Hague Apostille or another form of legalisation is required, whether physical originals must be presented, and whether digital copies or files of the translation and its certification are accepted.

Where the client provides written requirements or instructions issued by the receiving authority, the service will, as far as reasonably possible, be arranged in accordance with them. Where those requirements have not been confirmed, the service will be arranged on the basis of the information supplied by the client and the formalities normally applicable; acceptance by a specific authority or organisation of a particular form of translation, certification, copy, apostille, legalisation or document route cannot therefore be guaranteed.

If a procedure requires presentation of the physical original, a certified copy or the original certification document, this should be communicated before commissioning whenever known. Obtaining, delivering or dispatching physical documents is included only where expressly stated in the quotation.

By commissioning an option that includes certification or another formality performed by a third party, the client authorises disclosure to that professional or entity only of the documents and data necessary to perform that option. Where the third party is known when the quotation is issued, it may be identified in the quotation; a material change will be communicated before the intervention whenever reasonably possible.

Certification of a translation does not, in itself, certify the authenticity, validity or legal effect of the source document.

7. Hague Apostille and legalisation

A Hague Apostille is issued solely by the competent public authority. I do not issue apostilles. Where included in the quotation, I may assess the document route and arrange the application with the Portuguese Prosecutor General's Office or another competent Public Prosecution Service office, provided the document type, territorial jurisdiction and filing method permit it.

Whether the original document, the certification of the translation, both or neither needs an apostille depends on the country of origin, destination country, document type and, above all, the receiving authority's requirements. The client should provide any instructions received from that authority. My assessment of the document route is not legal advice on the destination administrative or judicial procedure.

Any timeframe relating to an apostille is an estimate. Completion may depend on appointment availability, waiting lists, processing times and jurisdiction at the Prosecutor General's Office or other competent Public Prosecution Service office, as well as validation of the document itself. These factors are outside my control and may change the overall timeframe after commissioning.

If the competent authority refuses, suspends or cannot issue the apostille because of the nature, origin, signature, jurisdiction or condition of the document, services already performed and non-recoverable external costs remain payable; amounts collected for external costs that were not incurred will be refunded.

Any Apostille timeframe is an estimate only. It may depend on appointment availability, waiting lists, application volume, processing times, territorial jurisdiction and procedures of the Portuguese Prosecutor General’s Office or other competent Public Prosecution services. These factors are outside my control and may extend the overall timeframe without constituting delay in the linguistic service.

Under the digital working model, any procedure requiring presentation, circulation or custody of a physical original is included only when expressly stated in the quotation. Otherwise, the client handles that step directly or through the competent entity.

8. Deadlines

Before commissioning the service, the client must state the date by which the translation or final documents are required, including any filing deadline, appointment, application deadline, administrative procedure or other relevant date. A delivery deadline is binding only where it has been expressly confirmed in the quotation or subsequently in writing. A deadline or urgent requirement not communicated before commissioning does not form part of the agreed delivery time.

The linguistic work period begins once the conditions stated in the quotation have been met, including commissioning and, where applicable, payment, receipt of all complete and legible files, and provision of any instructions or information required to perform the service.

Subsequent changes to the source document, submission of a different version, additional pages or documents, missing information, new instructions or an increase in scope may require the price and delivery time to be revised.

Where certifying professionals, public authorities, apostille services, carriers or other third parties are involved, the linguistic work period and the overall service period may be stated separately. Timeframes dependent on third parties are estimates and do not constitute a guarantee of issuance, appointment, transport or delivery on a specific date.

Where physical documents must be sent, postal or courier transit time is not part of the linguistic work delivery period unless expressly stated otherwise.

Unless expressly stated otherwise, delivery times are expressed in business days in mainland Portugal. Where the client is a consumer and requests that the service begin during the statutory withdrawal period, commencement of the service is also subject to the legal formalities applicable to early performance.

9. Performance, quality and changes

The service is performed according to the agreed scope and stated purpose. In translation, I aim to reproduce the content, terminology, structure and function of the source document accurately; in revision, post-editing and quality assurance, the level of intervention is the one agreed.

Objective translation errors, omissions or mistakes attributable to the service are corrected at no additional cost when reasonably identified and reported. Changes to the source, a new version, previously undisclosed stylistic preferences, extra formatting or requests outside the agreed scope may be quoted separately.

Nothing in these terms limits mandatory client rights or liability that cannot legally be excluded.

10. Client responsibilities and receiving-authority requirements

The client is responsible for supplying complete and legible documents, correctly identifying the required target language and, before commissioning and to the extent relevant, communicating the purpose of the documents, the destination country, the receiving authority or organisation, the applicable deadline and any instructions or requirements communicated to the client.

Where documents are intended for a specific authority or organisation, the client is responsible for confirming directly with that authority or organisation the formalities required for acceptance, including:

- whether a certified translation or another specific form of translation is required;
- whether each document must be certified separately;
- whether a Hague Apostille, legalisation or another formality is required;
- whether documents, translations and certifications are accepted in digital form;
- whether physical originals, certified copies or other hard-copy documents are required.

Where requested and where sufficient information is available, practical guidance may be provided on the formalities commonly applicable. Such guidance does not replace confirmation by the receiving authority and does not constitute a guarantee that the documents will be accepted by a specific authority, body or organisation.

Requirements communicated only after work has begun may require changes to the procedure, delivery format, delivery time and price.

The client confirms that they are entitled to provide the documents and personal data necessary for the service, including data relating to third parties.

The client must not alter a certified translation, separate pages or certification statements, replace attachments, reuse the work for a materially different purpose or recipient, or present as current a translation of an earlier document version without checking suitability. I am not responsible for consequences arising from alterations, separation, reuse, outdated versions or later changes to the original by the client or third parties, except to the extent caused by my own service.

11. Delivery and physical documents

Unless otherwise agreed, linguistic work is delivered electronically by email or another agreed method. The client should check the delivered file and report any technical problem, missing page or apparent non-conformity as soon as reasonably possible.

Where a service exceptionally includes physical documents, paper certifications, apostilles or shipping, the delivery method and cost are stated in the quotation. Carrier transit times are estimates. I do not take custody of physical originals beyond what has been expressly agreed.

12. Cancellation, changes and refunds

For clients acting in the course of a business or professional activity, cancellation after work has begun may result in payment for work actually performed and external expenses already committed. Where an advance payment exceeds the amount due for performed work and non-recoverable costs, the balance will be refunded.

If the client requests a material change after commissioning — including replacement documents, a different language, a new purpose or an additional formality — I may pause performance and propose a revised price and/or deadline before proceeding.

Where a refund is due to a consumer under withdrawal legislation, it is made within the statutory period and, as a rule, by the same payment method unless expressly agreed otherwise and without additional cost to the consumer. Any proportional amount lawfully due for services already performed and any lawfully chargeable non-recoverable external costs remain payable.

13. Consumers: withdrawal and immediate commencement

Where the client is an individual acting for purposes outside their trade or profession and the contract is concluded at a distance, consumer-protection rules apply. As a rule, the consumer has 14 days from conclusion of the contract to exercise the right of withdrawal, subject to statutory exceptions.

If the consumer wants performance to begin during that period, an **express request on a durable medium** is required. To avoid an additional email exchange, this can be submitted through the Confirm immediate commencement page. A copy of the confirmation is sent to the email provided and to Luís Valente, recording the quotation reference, option, declarations, date/time and terms version.

Payment alone does not constitute the express request for early commencement. If no such request exists and the client is a consumer, commencement remains subject to the statutory withdrawal regime. By requesting commencement during the 14-day period, the consumer acknowledges that, once the service has been fully performed following the express request and the acknowledgement required by law, the right of withdrawal is lost in respect of the fully performed service. If withdrawal is exercised after commencement was requested but before full performance, the consumer owes the proportionate amount for the service actually performed as provided by law.

How to exercise the right of withdrawal

The consumer may send an unequivocal statement by email to luis@luisvalente-tradutor.com.

Withdrawal template

To: Luís Valente — luis@luisvalente-tradutor.com

“I hereby give notice that I withdraw from the contract for the following service: [service], requested on [date].”

Consumer name: [name]
Address: [address]
Date: [date]

14. Confidentiality and data protection

Documents and information are treated as confidential and used only as necessary for assessment, quotation, performance, delivery, invoicing and management of the service, subject to legal obligations. They are not used in a portfolio, advertising or public examples without permission.

Where certification, apostille, accounting, shipping or another necessary intervention is required, only relevant data are shared with the entities or providers involved. Personal data are processed in accordance with the Privacy Policy, including the retention periods stated there.

For business or professional projects where I process document content solely on the client's instructions, a data processing agreement under Article 28 GDPR may be entered into where required.

To document commissioning and, where applicable, an express early-commencement request, the quotation reference, selected option, name, email, confirmed declarations, date/time and a copy of the applicable terms version may be retained. These records are used for contract performance, legal compliance and evidence of the contractual relationship in accordance with the Privacy Policy.

15. Intellectual property and client materials

The client confirms that they have the rights or permissions required to provide the materials for processing. Providing the service does not transfer rights in the source document to me beyond those necessary to perform the work.

For publishing, advertising or other work involving copyright in the translation or exploitation rights, these matters may be governed by a specific agreement.

16. Third parties, impossibility and force majeure

Certifiers, public authorities, apostille services, couriers, infrastructure providers and other third parties operate under their own procedures. Delay, unavailability, changed requirements, technical failure, strike, force majeure or another circumstance outside reasonable control may require the deadline to be revised.

If performance becomes impossible or is materially delayed for a reason not attributable to me, the client will be informed as soon as reasonably possible and an appropriate solution sought, including a revised deadline, alternative route or termination, with a proportionate reconciliation of payments and costs actually incurred.

Where the commissioned option requires a third party for certification, Apostille, dispatch or an equivalent formality, that intervention forms part of the commissioned workflow to the extent described in the quotation. The third party remains autonomous as regards its own acts, requirements, availability and decisions, without prejudice to any responsibility I may legally have for selection, instructions or coordination I have undertaken.

Where suspension or termination occurs after payment, a fair proportional reconciliation is made between work actually performed, external costs validly incurred and amounts received, taking account of the cause and any mandatory client rights.

I may refuse or suspend a service for reasonable cause, including indications of unlawful purpose, fraud or document falsification, infringement of third-party rights, malicious files or security risks, abusive conduct, non-payment, persistent absence of essential information, or objective impossibility of performing the request lawfully and professionally.

17. Telephone and informal communications

18. Refusal or suspension of service

Oral estimates or indications do not override the written quotation and are not guarantees of acceptance by a receiving body, a decision by an authority or a third-party deadline.

Telephone calls, WhatsApp and other informal communications are used to collect information and provide preliminary clarification. The scope, price, deadline and formalities actually contracted are those stated in the written quotation and any later written amendments accepted by the parties.

19. Complaints, ADR, applicable law and language versions

Questions or complaints may be sent to luis@luisvalente-tradutor.com. Consumers may also use the mechanisms described on the Legal information and consumer rights page, including the Portuguese Electronic Complaints Book and alternative dispute-resolution information.

For consumers, the alternative dispute resolution body indicated for the service provider's area is the **Centro Nacional de Informação e Arbitragem de Conflitos de Consumo (CNIACC)**, available at www.cniacc.pt. The Portuguese Electronic Complaints Book is also available. Mention of CNIACC does not, by itself, constitute full voluntary submission to procedures beyond those legally applicable.

Portuguese law applies, without prejudice to mandatory consumer-protection and jurisdiction rules. These terms do not remove any venue or other right that mandatory law grants to consumers.

The English, Spanish, French, Italian and German versions are intended to aid understanding and seek to reproduce the same content. In the event of an interpretative discrepancy, the Portuguese version prevails to the extent permitted by applicable law.

Official references

- Decree-Law 24/2014 — distance contracts and consumer rights
- Decree-Law 7/2004 — electronic commerce
- Portuguese Public Prosecution Service — Apostille Service
- Regulation (EU) 2016/679 — GDPR
- Portuguese Decree-Law 446/85 — standard contract terms
- Portuguese Law 144/2015 — consumer ADR