



**POLICIES AND PROCEDURES:**

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- IEE reserves the right to refuse service to anyone.
- IEE will keep applications and accompanying documents submitted for translation on file for one year.
- No refunds are issued once the translation process has begun. There will be no refund after a written translation has been prepared.
- Any dispute that may occur between IEE and the applicant shall be governed by Florida law and subjected to the jurisdiction of the Miami-Dade County court system.
- We do not accept credit cards. All fees are payable in advance. All payments are payable in U.S. dollars by money order or personal check. If the money order or check is issued by a bank outside the U.S., it must have the printed name of the affiliated U.S. bank. For personal checks, please allow up to 10 business days to clear.
- IEE will not release any translation until proper payment has been received.
- Prices are effective as of May of 2011 and are subject to change at the discretion of IEE.
- IEE will not be responsible for any errors in translation on our part. Any error reported to IEE will be promptly revised.

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