FAQ – Frequently asked questions

- **Is there a minimum?**

transXpro charges at least 20 standard lines per order. Shorter texts are automatically calculated at the cost of 20 standard lines. This is of course specified in the offer.

- **What is a standard line?**

A standard line at transXpro is a line defined as a unit containing 53 characters. Most translation agencies in Europe work on the basis of standard lines.

- **Is my data safe with transXpro?**

Yes. Your data is safe with us. The entire order is processed by means of encrypted data transfer. All documents and contact information are treated as strictly confidential. The staff and translators are contractually bound to secrecy. Your files are permanently deleted off our server 30 days after the submission date.

- **Why can't I create an offer with my file?**

Currently at transXpro, an offer can be created for the following file formats: Word (doc, docx, docm), text (txt) and WordPerfect (wpd) documents. If you are using a Mac, please ensure that you save file your document with a file extension, e.g. doc.

- **How will I know when the translation is ready?**

If the translation is ready, you will be automatically informed by e-mail or SMS.

- **Who translates my document?**

transXpro only works with professional translators who are specialists in their field. Each translator is verified by transXpro. Our professionals always translate from the foreign language into their native language. The orders are further checked using continuous quality control measures.

- **What are transXpro's opening times?**

At transXpro the order processing system is completely automated, which means you can receive an offer or place an order at any time. transXpro is at your disposal for your translations 24 hours a day, 7 days a week and 365 days a year. A translated file can be downloaded anywhere and at any time in the whole world.

We guarantee customer service support during our office opening times from Monday to Friday 8am to 12pm and 1pm to 5.30pm.

- **Can I also pay by invoice?**

Yes. We can issue invoices to companies once we have verified their company details.

- **How long does a translation take?**

  Short translations can be completed within few hours. You can specify the desired submission date in your basis for a quote. If the date entered does not provide enough time, then you will be quoted the quickest turnaround. Our system automatically calculates how much time is needed.

- **Does transXpro also offer text editing or other services?**

  Unfortunately not. transXpro currently only offers professional translations and no further services.

- **Does transXpro also translate into other languages?**

  At the moment we offer German, English, French, Italian, Spanish, Dutch, Russian and Polish. We will, however, be continuously adding further language variants.

- **Can I apply to work as a translator for transXpro?**

  Yes. We are always looking for professional translators who are interested in working on a freelance basis. Please note the we examine all applicants and only use experienced and highly qualified linguists and specialists.

- **Can I cancel an order?**

  In principle no. Once an order is placed, it is carried out immediately. Contact us in case of necessity, so that we can try to find a possible solution.

- **Can I also place an order over the phone or by e-mail?**

  No. transXpro is purely an internet platform. However, thanks to the automatic order processing system, transXpro can offer qualitatively good translations at a reasonable price. We also do not offer any direct customer service from our offices in Lucerne. The entire offer is processed through the internet.

- **Is the text translated by machine?**

  No. Just the order processing is automated. At transXpro only experienced professionals translate all the translations into the respective native language.

- **Does transXpro offer to change the text in a layout program?**

  No. transXpro is based purely on   translation services and   offers no further services at present.

- **Are the images and/or text in the images translated?**

  No. transXpro cannot analyse and include editable texts in images. If a caption must be translated, write the text separately underneath the image.

- **Can a document be translated into several languages?**

  Yes. However, you need to place a separate order for each target language.

- **Can I upload a document that already contains translated text?**

  Yes. However, this does not correspond to the way transXpro works because the system automatically includes the translated lines in its calculation.