Services Agreement: Certified Translation

For certified translation ordered from MYLegalTrans

MYLegalTrans has already signed this agreement. It binds both parties as soon as we receive your payment receipt for the quotation. You do not need to sign it.

Services Agreement for Certified Translation (version 1.0, 16 November 2026) between **MYLegalTrans Certified Worldwide PLT** (SSM: LLP0047029-LGN), a limited liability partnership registered in Malaysia ("MYLegalTrans", "we", "us"), and the person or organisation who pays a MYLegalTrans quotation for certified translation services (the "Client", "you"). The quotation you pay is the "Quotation".

1. The services

We provide the certified translation services listed in the Quotation: translation, review, formatting to mirror the original, a final review and certification, and, where the Quotation includes them, notarisation of the translation and delivery.

The Quotation sets out the documents, the languages, the type of certification, the number of pages, the total and the turnaround, and forms part of this Agreement.

Each translation is certified to the requirements of the authority you name, by translators accredited by ITBM, DBP, the Malaysian Translators Association (MTA) or NAATI, or Kuala Lumpur and Sarawak High Court interpreters, as that authority requires. Where the Quotation names a body or person who certifies or notarises (for example DBP, the MTA or a Notary Public), that body or person issues the certification, and we arrange it.

2. How this Agreement is made

We have signed this Agreement in advance. It takes effect when we receive your payment receipt for the Quotation (the "Effective Date"). By paying the Quotation, you accept this Agreement; you do not need to sign it.

The version that applies is the one published at www.mylegaltrans.com/services-agreement/certified-translation on the Effective Date.

3. Fees and payment

(a) The total in the Quotation is final for the documents and services quoted. Nothing is added after you pay.

(b) Payment is in full, upfront, in one go: by bank transfer into the company account named in the Quotation, in the name of MYLEGALTRANS CERTIFIED WORLDWIDE PLT, or through the card or PayPal payment link we send you. We never ask you to pay into a personal account.

(c) If you add documents or services, we send a new quotation before any extra work starts.

(d) Delivery is charged as shown in the Quotation. International delivery is charged at cost: FedEx's published rate from Kuala Lumpur to the capital city of the destination country, with nothing added by us.

4. Turnaround

Turnaround starts when we receive your payment receipt, and is stated in the Quotation. Where another body issues the certification (for example a government-certified translation), its processing time is an estimate.

5. If we are late

If we do not complete a step we control within the turnaround in the Quotation, you may stop the late steps: they become credit under clause 9. If you choose to wait instead, we complete your order and the Quotation total is charged as usual, with no reduction.

6. Your draft

(a) Before certification, we send you the translation as a draft for review. Please check names, numbers, dates and spellings against your original.

(b) Minor amendments to the draft are free.

(c) If you do not reply within 7 days after we send the draft, the draft is treated as approved, and we certify and deliver it.

(d) Approval of the draft does not affect the free re-do in clause 8.

7. What you provide

(a) A clear, complete softcopy of every page to be translated, and the use, the destination country and the receiving authority.

(b) You confirm that the documents are genuine and that you are entitled to have them translated.

(c) We translate exactly what your document says. If the original has an error, such as a misspelt name or a wrong date, only the office that issued it can correct it. If we spot something that looks wrong, we tell you.

(d) The Quotation is based on the softcopy you sent. If the originals differ, for example more pages or a different document, we send a revised quotation before going further.

8. Free re-do and amendments

If an authority rejects a certified translation we prepared within 30 days of delivery, we re-do it free.

If you change a document after we translated it, we charge only for the amended part. A step outside your order that an authority asks for is quoted separately.

9. Stopping an order, credit and refunds

(a) If you stop an order before work starts, the amount you paid becomes credit.

(b) If you stop or pause an order after work has started, the steps not yet done become credit, usable on other documents of your choice or equivalent services.

(c) Credit never expires. If our fees have been adjusted by the time you use it, the fees in force then apply.

(d) If an authority changes its rules so that documents it once accepted can no longer be accepted, you get a full refund.

(e) If you paid more than needed, we refund the difference or keep it as credit; you choose. If our Quotation was too low, we carry out the services all the same.

(f) Refunds are paid within 14 business days, and card and PayPal processing fees are refunded in full.

10. Our liability

(a) We carry out the services with reasonable skill and care.

(b) Our total liability for all claims arising from a service is limited to the fee you paid us for that service. Government and embassy fees and courier charges paid on your behalf are not part of our fee.

(c) We are not liable for indirect or consequential loss, such as a refused or delayed visa, permit, admission or other application, travel costs, missed appointments or lost income.

(d) Nothing in this Agreement excludes or limits any liability that the law does not allow to be excluded or limited, including your rights under the Consumer Protection Act 1999 (Malaysia) where it applies, or liability for fraud.

11. What we cannot guarantee

These depend on others, and no agent, including us, can promise them:

(a) decisions by ministries, embassies and receiving offices on whether to accept a document, and changes to their requirements;

(b) processing times at ministries and embassies, and courier transit and customs;

(c) the outcome of the application you use the documents for, such as a visa, residence permit, university admission, marriage registration or court case.

Our Guarantees page sets out what we do guarantee.

12. Who does the work

We work with the translators, reviewers and notaries we engage, each bound by confidentiality. We remain responsible to you for the services in the Quotation.

13. Confidentiality and personal data

Our Client Non-Disclosure Agreement (mylegaltrans.com/nda), already signed by us, covers every document and piece of information you share with us, including documents sent only for a quotation. We process personal data in accordance with the Personal Data Protection Act 2010 (Malaysia) and our Privacy Policy. We keep a record copy of each certified translation, as the Client NDA allows.

14. The documents that make up our agreement

Our agreement consists of this Agreement, the Quotation, our Guarantees (mylegaltrans.com/guarantees), our Refunds, Credit and Re-dos page (mylegaltrans.com/refund-policy) and the Client NDA (mylegaltrans.com/nda), each as published on the Effective Date. Where a Quotation also includes notarisation, attestation or legalisation of documents, our Services Agreement for Legalisation applies to those services.

If these documents conflict: the Quotation decides the documents, services, units, total and turnaround; the Client NDA decides confidentiality; otherwise this Agreement prevails over our web pages. Any other change must be agreed in writing.

15. Governing law

This Agreement is governed by the laws of Malaysia. The courts of Malaysia, sitting in Kuala Lumpur, have non-exclusive jurisdiction.

16. Signing

This Agreement is signed electronically by us, and you accept it by paying the Quotation. An electronic signature, or a scanned or emailed copy, is as valid as an original, in line with the Electronic Commerce Act 2006 (Malaysia).

For MYLegalTrans	Client
Chew Zhi Han Signed electronically on behalf of MYLegalTrans Certified Worldwide PLT Name: Chew Zhi Han Title: Senior Manager Date: 16 November 2026 Contact: zhihanc@mylegaltrans.com	Accepted by paying the Quotation. No signature is needed. Effective Date: the date we receive your payment receipt for the Quotation.