

# BUSINESS POLICY

For public view and understanding

## PROVIDING SERVICES POLICY

### 1. Flow of Process

Receiving order --> Issuance of order form --> Deposit payment --> Delivery of product(s) and service(s) --> Issuance of invoice --> Final payment

### 2. Deposit: Terms & Conditions

- 20% deposit of the total amount should be paid at once (no instalments) within twenty-four (24) hours after the issuance of order form unless stated otherwise.
- Proof of payment should be sent to Language Core team upon payment.
- Order(s) will only be proceeded after the settlement of deposit.
- Paid deposit will not be refunded if order(s) is cancelled two (2) days after the issuance of order form.

### 3. Full Payment: Terms & Conditions

- Full payment should be made at once (no instalments) within seven (7) days after the issuance of invoice unless stated otherwise.
- Proof of payment should be sent to Language Core team upon payment.

## CANCELLATION AND REFUND POLICY

### 1. Flow of Process

Request of refund --> Issuance of credit note --> Removal of access for initial delivered product(s) --> Refunding payment

### 2. Circumstances Approving Order Cancellation

- Preparation or completion of order is lesser than half from what has been agreed upon (below 50% progress).

### 3. Circumstances Approving Order Refund (Completed Order)

- Quality of delivered end products and services do not meet the agreed upon expectation.
- The overall meaning and content input in the materials are changed during the process.

### 4. Terms & Conditions

- Any request for a refund can only be made within two (2) days after the issuance of invoice.
- Any request for a refund is subjected to approval from Language Core team.
- All refunds are final and delivered products shall be fully removed from customer's access and fully erased from customer's personal safekeeping.
- Full refund will be made at once (no instalments) within seven (7) days after the issuance of credit note unless stated otherwise.
- Proof of refund will be sent to the customer upon refund.



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LANGUAGE CORE

Strengthens and connects languages

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## CODE OF CONDUCT

1. Language Core will not accept any order or request of language services on:

- Academic materials that will be graded solely/mainly on language use as it is deemed as cheating.
- Holy books of any religions as they are not to be edited or changed. As for translation, Language Core team is unfortunately not a credible team to be translating holy books.
- Materials that support/portray hatred, racism, sexism, religious discriminations and sensitive issues such as political propaganda and etc.

2. Language Core does not offer services for writing advice and consultation, ghost writing, constructing and writing an original material or any other services that share similar nature.

3. Language Core is allowed to accept or reject any order or request as they deem appropriate.

4. Inappropriate and rude behaviours towards Language Core team will not be tolerated and showcasing these behaviours may result to:

- Immediate cancellation of current order without any refund or detailed explanation.
- Rejection of any future orders or requests.
- Removal of access from any Language Core team contacts and connection.



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