



Why no contract is translated

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Translating a contract is not a reading aid: it is a text the customer will act on.**

Nuance lost	What it changes
"May" instead of "must"	An option becomes an obligation, or the reverse
Period "from receipt" rather than "from dispatch"	Several days' difference

If a gap appears, the customer will be right to say that is what we wrote to them.

What three languages add to the trap

Language read by the customer	Language that prevails	What the customer is told
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French	French	Nothing to flag
English	French	The French version prevails, every time
Spanish	French	The French version prevails, every time

What the agent does instead

Element	Supplied?
Pointer to the official version	Yes
Which version prevails	Yes
Plain-language explanation of what the clause deals with	Yes
Restating the clause as though it were its text	No
A position on whether the clause applies to a case	No

"Your situation falls under this" is a legal interpretation, in writing, in the customer's language, under the company's letterhead.

These requests go to a human with the clause identified: **it takes longer, and it is the one point where the agent accepts slowing things down.**

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