



Twenty-nine answers, twelve complaints

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Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A translation review checks that the meaning is preserved — it was, perfectly.**

Rule stated	Correct in its own country?	Applicable to the customer?
Cooling-off period	Yes	No
Warranty length	Yes	No
Refund method	Yes	No

The 29, language by language

Language of the answer	Rule served	Customers concerned	Count
French	French rule	Belgium, Switzerland	14
Spanish	Spanish rule	Mexico, Colombia	11
English	Irish rule	Netherlands, Germany	4

Language of the answer	Rule served	Customers concerned	Count
Total	—	6 countries	29

What was missing was not in the sentence: it was in the fact that the customer is not subject to the same rules. Three languages served, **nine countries of residence**: cutting the number of languages does not cut the number of bodies of law.

The separation that fixes it

Element	Determines what
The customer's language	How the agent answers
The declared country of residence	What the agent can answer

A French-speaking customer in Belgium gets an answer in French, based on the rules applicable in Belgium.

Outcome for the 29	Count
Complaints after the gap was noticed	12
Customers who said nothing	17

The seventeen silent ones are the worrying figure.

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