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# Terms of Service

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Updated: April,20,2023

Welcome to DeutschTextLand, a growing startup focusing on human-powered German text proofreading. Please spend enough time before using our services, carefully reading the terms of service. If you find any of the clauses not in your favour, it is advisable not to use the website. By accepting terms of service, you enter into a legally binding contract with DeutschTextLand and indicate the unconditional acceptance of the terms on your behalf or on behalf of anyone whom you are representing. These terms also include Privacy Policy and Cookie Policy. DeutschTextLand reserves the right to modify these terms periodically without prior notice. It is the user's responsibility to ensure that they read the last updated terms of services. You agree to be bound by the terms as modified by using the services after any amendments to these terms have been made.

## 1. General Information

### 1.1. What is DeutschTextLand?

It is a robust proofreading service that provides the possibility to have your German text checked by native professionals. Just type your text, press the button, and relax until your proofread text is delivered to you.

### 1.2. What is the range of services that DeutschTextLand offers?

DeutschTextLand offers Basic, Advanced, Document, and German Language Test proofreading services.

### 1.3. What is the difference between Basic and Advanced proofreading services?

In the Basic proofreading service, the editor will have a close look at the punctuation, spelling, and grammar of your text. Grammatical, punctuation, and spelling mistakes will be corrected in this service, keeping the original style of the writing intact. The editor provides the user with a short comment, describing their overall evaluation of the quality of the writing.

Advanced proofreading service comprises grammar, spelling, punctuation, sentence structure, consistency, readability checks, style improvement, detailed editor's feedback, and if approved by the quality check team, a one-time re-revision. Advanced proofreading service responds to all your proofreading needs and is the best option for you.

### 1.4. What is the difference between Document and Quick proofreading services?

Document proofreading service is an Advanced proofreading service for texts with more than 2100 characters. If your text's length is less than that, upload your text, choose the context, select the Basic,



Advanced, or German Language Test proofreading services, leave a note for the editor if you would like, and pay either with your credit card or using your wallet credit balance.

Document service is designed for those who would like to upload texts containing more than 2100 characters. Upon uploading your text and setting your preferences, you will receive a price quote.

1.5. Is leaving a note for the editor obligatory? What should be inside the note?

Leaving a note for the editor is arbitrary. By leaving a note you could provide the editor with an explanation regarding the context of the text, for what purpose the text will be used, and the special words that should be taken care of in the text.

1.6. How long does it usually take to proofread my text in Basic, Advanced, or German Language Test services?

The proofread text is supposed to be delivered to you in less than 12 hours for Basic, and Advanced services and less than 1 day for German Language Test service. Since only senior editors are eligible to conduct Advanced proofreading service, it may take slightly longer (max 18 hours). However, DeutschTextLand strives its best to abide by the promised delivery deadlines.

1.7. Can I leave targeted notes in my text in the Document method?

That would be a great help for the editor who will revise the text. The more context and explanation you provide to our editors, the more efficient and easier they will be able to address the errors and your concerns regarding the text.

1.8. Does DeutschTextLand implement machine learning algorithms to proofread my text?

No! From day one, our whole concern has been to provide an agile human-powered proofreading service.

1.9. Who are your editors and how are they chosen?

Native German professionals from all around the world comprise our editors. We certify their eligibility by conducting a strict qualification test.

## **2. Privacy Policy**

2.1. Is consent to the Privacy Policy necessary to use the platform?

Consent to the Privacy Policy is necessary to use the platform. Please carefully read the Privacy Policy to ensure how we store, process, and use your information. Registering on the platform is a corroboration of the fact that you have agreed to DeutschTextLand's Privacy Policy and Cookie Policy.

## **3. Account Settings & Security**

3.1 What is the process of registration?

You can create an account separately and start enjoying our services. Please go to the signup page and insert your information.

3.2 What should I do if I lose my password?



In the case of forgetting your password, click on the forgot password on the login page and follow the instructions to recover your account.

### 3.3 Do I have to protect my login credentials?

Users are bound to protect their login credentials from unauthorized use and inform DeutschTextLand if they realize that their login information is used without permission. It is worthy of note that the users' activities are monitored on the platform, and in case of any violation of the terms of service, DeutschTextLand reserves the right to terminate the user's access to the platform.

## 4. Payment Settings and Security

### 4.1 How does DeutschTextLand ensure the security of my online payment?

All payment operations are performed through secure banking portals, and their security is guaranteed by the banks.

### 4.2 I would like to see my past purchases, where can I find them?

Log into your account and from the user tag (colourful circle at the top-right corner), click on my account. On your account page, click on Payment details to display your purchase history.

### 4.3 What payment methods does DeutschTextLand offer?

You can pay using your debit or credit card.

### 4.4 Does DeutschTextLand offer coupons? How can I use them?

Yes! You can easily insert the coupon code on the checkout page and enjoy your discount.

## 5. Customer Service and Refund Policy

### 5.1 What if I am not satisfied with my revision? Will there be a re-revision?

Except for the Basic proofreading service, the client holds the right to request a second revision. The entitlement to a second revision, on the other hand, is contingent on the permission of the quality check team following a thorough investigation of the quality of the delivered text. Please do not forget to report the errors within 24 hours of receiving your proofread text.

### 5.2 Does a refund policy exist in DeutschTextLand?

Definitely! You can request to refund any unused remaining credits in your account.

### 5.3 My text's proofreading is taking too long. Can I request a refund?

If you did not receive the proofread text after eighteen hours of submitting your text for the Basic and Advanced services or after 1 day of submitting your text for the German Language Test service, please do inform us to issue a refund to your account. For Documents, it depends on the agreed deadline. If we cannot provide you with the proofread Document by the deadline, you can request for a refund.

### 5.4 Is it possible to leave feedback on my proofread text?



Of course! The user can rate the proofread text using the star rating system and leave a comment below the revised text. The respective editor will be informed of your comments. On the other hand, the star rating system assists us in keeping the track of our editors' performance. Your feedback and rating are truly appreciated in DeutschTextLand.

5.5 I do not observe many changes in my text by the editor, how is that?

The users' text may meet the semantic and syntactic rules. In this regard, the editor will not make changes to the text. The editor will leave a comment explaining the highlights of the text.

5.6 How long does it take to refund my money?

Once our sales team processes your refund case, and approves the repayment, then it depends on the bank's payment processing time and payments could take 30-40 days for the funds to reflect in your account.

## **6. Links to Third Parties**

6.1 Deutschtextland is not responsible for the security and content of any linked website. The user is bound to read the terms of service of any linked website to make sure that they consent to use the third parties' websites.

## **7. Advertisement**

7.1 DeutschTextLand reserves the right for itself to process and analyze the collected data from the users for the sake of providing better services and advertising. However, none of the users' information will be released to third parties without users' consent.

## **8. Contact Method**

8.1 The communication method under this Agreement will be in writing via an email to the email address submitted by the user on the platform. Communications by email will be considered to have been given and received at the time of delivery or transmission if that delivery or transmission occurs before 4:00 p.m. UTC +2 summertime on a business day, failing which the communication will be considered to have been given and received on the next business day. For these terms of service agreement, a business day means any weekday that is not a holiday. It is the user's responsibility to update their email address and information. Therefore, DeutschTextLand accepts no legal claims arising from the user's failure in providing their current email address.

## **9. Termination**

9.1 It is worthy of note that the user's activity is monitored on the platform, and in case of any violation of the terms of services, DeutschTextLand reserves the right to terminate the user's access to the platform at any time, without or with prior notice.

9.2 In the case the user's account is not used for more than one year, DeutschTextLand holds the right to remove the user's account. Consequently, any remaining credits will be lost and are irreversible.

## **10. Intellectual Property right-of-way**



10.1 The user is rewarded (which can be revoked at any time) with the right of usage of the platform for personal purposes. All the content of the website including layout, and design of the website is the sole proprietary of DeutschTextLand and may not be used without permission. In the case of any violation, the user is subject to severe legal consequences.

## **11. Copyright**

11.1 The customer accepts responsibility for complying with copyright laws and obtaining the necessary permissions to use any elements of provided text, graphics, photos, music and song lyrics, designs, trademarks, or other created work to be included in the final product. DeutschTextLand platform holds no responsibility regarding the copyright of the submitted text on the platform.

## **12. Confidentiality**

12.1 How can I trust DeutschTextLand to have access to my texts?

DeutschTextLand does not share information with anyone outside of the company. Your Documents are stored safely on our website. Our editors are strictly bound to sign the Non-Disclosure Agreement.

12.2 By using the DeutschTextLand service, the user will have access to DeutschTextLand's information including but not limited to prices, campaigns, packages, and marketing. The user will hold in confidence and not disclose the confidential information to any third party, except with DeutschTextLand's written consent or as required by law with prior notice to DeutschTextLand. The user will take all reasonable steps to safeguard and prevent the loss, destruction, or unauthorized access, use, or disclosure of the confidential information using a reasonable degree of care and no less than the same degree of care used to protect their own confidential information.

12.3 The user will not make any unauthorized use of any of DeutschTextLand's trade secrets, confidential information, proprietary property, trademarks, or copyrighted materials. Publishing any DeutschTextLand information without consent is a breach of confidentiality and is subject to severe legal consequences.

## **13. Indemnification**

13.1 The user agrees to indemnify DeutschTextLand from any claims or demands, including legal fees, that arise out of any alleged libel, copyright infringement, or other legal or contractual issues created by the user in using the platform.

## **14. Governing Law**

14.1 This Agreement will be governed and interpreted following the laws of Estonia.

## **15. Non-Solicitation**

15.1 The user is strictly prohibited from any form of solicitation. The user is not allowed to collect email addresses or contact editors without the permission of DeutschTextLand.



## **16. Dispute Resolution**

16.1 The user or the DeutschTextLand may request that any dispute arising out of this Agreement be submitted to binding arbitration before a mutually agreed-upon arbitrator under the arbitration legislation of the governing province or territory. The arbitrator's decision or award will be final. DeutschTextLand is available to respond to legal claims in the court of Istanbul. The cost of litigation is on behalf of the plaintiff. The plaintiff is bound to compensate for any costs occurring for the client because of his/her legal claim, such as the cost of hiring the legal team, commute, accommodation, and meal expenses.

## **17. Agreement severability**

17.1 If any part of this Agreement is found to be unlawful, void, or for any reason unenforceable, it will be considered separate from this Agreement and will not affect the validity and enforceability of the remaining Agreement. If either the DeutschTextLand or the user waives a breach or default under this Agreement, the waiver will not apply to a repeat of the same breach or a breach or default of another clause in the Agreement.

## **18. Limitations**

18.1 DeutschTextLand platform is designed and sustained with the highest levels of cyber security. Nonetheless, no internet-based platform is immune from hacking. In case of a hack, the DeutschTextLand platform accepts no responsibility regarding the user's information.

18.2 DeutschTextLand reserves the right to modify, suspend, or end the services or the Website at any time, without prior warning, and for any reason. Periodic maintenance, computer equipment issues, or other issues might cause the services to occasionally stop working. Hereby, the user acknowledges that the changes can happen without prior notice and has no right to object to them.

## **19. DeutschTextLand contact**

19.1 Having any questions in mind, do not hesitate to contact us at [legal@deutschtextland.com](mailto:legal@deutschtextland.com).