**FAQ Translation**

**Que-1. How many Languages do you translate?**

Ans-1. We translate over 125 + Languages. Languages we translate are Arabic, Punjabi, Hindi, Tamil, Gujrati, Spanish, Urdu, Farsi, Danish, Polish, Telegu, Bengali, Swedish, Malayalam, German, Serbian, Turkish, Dutch, Thai, Japanese, Tibetan, Romanian, Nepali, Burmese and many more.

**Que-2. What will be the cost of translation?**

Ans-2. Translation cost starts at 49.99$. Price varies from country to country.

**Que-3. What types of documents do you translate?**

Ans-3 We translate Birth certificates, Marriage certificates, Spousal Chats, Police Clearance Certifications, Transcripts, Legal documents, Any Receipts, Driver License and Passport stamps.

**Que-4. What document formats do you accept for translation?**

Ans-4 You can send documents in any format such as .PDF, .DOC, .JPG,.JPEG.

**Que-5. How can I send handwritten text in my document.**

Ans-5 If there is some Hand Written text in your document, please send us clear text written or typed on email so that we can ensure zero errors in the text

**Que-6. Hom much time it takes to complete the process.**

Ans-6 We generally take 1/2 Business Days to process 5 Documents. If documents are more than 5 it may take 3/5 days. For bulk documents the timeline can be different.

**Que-7. Can I get translations on the same day?**

Ans-7 We offer quick service which involves 1 Business Day or same day but depending upon the document, additional charges apply. Please Note any Translations/E-Transfers received after 4 PM will be taken care of from the next Business Day)

**Que-8. What is the scope of the work? What is your process for ensuring quality in translation?**

Ans-8The attached Documents will be Translated, and an Agency Affidavit of Accuracy will be provided along with the translations. All parent documents/ translations will be Attested by a NOTARY PUBLIC (BARRISTER AND SOLICITOR

**Que-9 How can I ensure work is started?**

Ans-9 We will start after we receive e-transfer at [docugenie1@gmail.com](mailto:docugenie@gmail.com). Our office will confirm the receipt of the Payment to you as soon as we have it with us.

**Que-10 How do I Send my documents? Is it mandatory to come to the office?**

Ans-10 Normally documents can be sent by email and final translated pdf files can also be delivered on email. If you want to visit our office, please let us know this beforehand and we’ll schedule an appointment for you!

**Que-11 On which email id documents need to be sent?**

Ans-11 Please share all documents on [docgenie1@gmail.com](mailto:docgenie1@gmail.com) .

**Que-12 How will I come to know my documents are ready?**

Ans-12 After translation rough draft is shared on email. You can confirm by email if any changes are needed to the document. After amendments and cross verification, the final scanned pdf document can be sent by email.

**Que-13 What is your policy for revisions or corrections?**

Ans-13 We ensure that the client is satisfied with the final translation. If the client is not satisfied with the translation, they can request a revision or correction. We strive to address any issues or concerns that the client may have with the translation as quickly and efficiently as possible.

**Que-14 What payment methods do you accept?**

Ans-14 You can pay through E-Transfer, Invoice, pay over phone or through interact. We can send payment link on email .

**Que-15 What will be the preferred mode of communication?**

Ans-15 Communications on email are preferred.

**Que-16 Do you translate spousal chat for immigration. What are the requirements for that.**

Ans-16 We do translate spousal chats. We need 25-30 chats with almost 6/10 lines per chat.

**Que-17 Do you translate Driving license?**

Ans-17 Yes, we translate driving license. Please share the front and back of your driving license along with one ID card.

**Que-18 Do you translate police clearance certifications?**

Ans-18 Yes, we translate police clearance certification from German, Dutch, Italian etc.

**Que-19 Are there any supporting documents required along with documents to be translated?**

Ans-19 Yes, all legal names involved in any document are needed upfront. For e.g., in marriage certificate many names are involved as Groom’s Father or Mother or Witness name. We need all names as parties.

**Que-20 Why do I need to send copy of Id / Passport along with original document.**

Ans-19 Please send copy of ID/ Passport. As names can be spelled in many ways for e.g., Mahmood can be Mahmoud / Mehmood / Mihmood. Therefore, to avoid errors we need one ID.

**Que-21 What types of document you don’t translate?**

Ans-21 We don’t translate Passport or certain university documents.

**Que-22 Do you offer interpretation?**

Ans-22 No we don’t offer interpretation.

**Que-23 Where is your office located?**

Ans-23 We are located at 9186 34A Avenue Northwest, Edmonton, AB T6E5P4

**Que-24 What are your office timings?**

Ans-24 We are open from 9.00 am to 5.00 pm. Monday to Saturday. Last intake for day is latest by 4.15 pm.

**Que-25 Do you work on weekends?**

Ans-25 Yes, we work on Saturday from 9.00 am to 5.00 pm. On Sundays we are close.

**Que-25 I don’t live in Edmonton Province Can I still get translations?**

Ans-25 Yes, we can provide online service via email.

**Que-26 What other services do you offer?**

Ans-26 We offer Police Clearance from many countries, Legalizations of Documents or Apostille Services, Insurance and Real Estate.

**Que-27 Do I need to book an appointment before the visit?**

Ans-27 It is preferred to book appointments to save time. Otherwise, you can walk in between 9.00 am to 4.30 pm.

**Que-28 Can any family member pick documents on my behalf.**

Ans-28 Yes, your family members can pick documents on your behalf.

**Que-29 What is deadline to pick documents.**

Ans-29 You can pick documents within 3 months’ time frame otherwise disposed of as per company policy

**Que-30 Does cost vary if translation is required without attestation.**

Ans-30 Attestation by a Notary Public (Barrister & Solicitor) is done to ensure acceptance of your translations across Canada, requesting us Not to get these attestations done WILL NOT reduce our Quote.

**Que-31 How do you ensure data confidentiality and security during the process?**

Ans-31 Your documents and private information will be kept strictly confidential.