

What Should You Do If a Customer Won't Pay?

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"The initial sense of injustice and frustration can be overwhelming. But don't panic!"

First of all, go for a walk, go to the gym, do anything to calm yourself down and don't take any rash actions. Then, when you are thinking clearly, take steps to resolve the situation. It's a torrid experience, but all is not lost.

If you are faced with the situation all freelancers and small businesses dread, don't despair. There are plenty of things you can do to avoid the situation occurring and seeking legal remedy if all else fails.

All serious, professional translators take pride in their work and aim to produce the best quality they can. I believe this is a given. However, there may sometimes be a disconnect between what the customer is expecting and what the translator is reasonably able to produce. Here are some things you can do **BEFORE** starting on a job:

1. It is worth taking the time to draw up your **terms and conditions** (*AGB* in German) and publish them on your website or send a copy when quoting for the job. You will need to get the document checked by a lawyer to make sure you have covered all your

