

## **CupcakeCritters Terms Of Service**

**By purchasing, you, the customer, are acknowledging that you have read, understood, and agreed to all of the information, terms, and conditions outlined below.**

### **Reference Art and Quotes**

- Price quotes are currently free of charge and open year round!
- Please specify if you would like any add ons when you ask for your quote. These add ons are listed below in the "What I Offer" section and will incur additional fees.
- Visual references must be provided, I will not accept written descriptions of characters. Unshaded and SFW only. I will accept nsfw refs if necessary, but I request that you ask my permission first.
- Visual references that require written explanations (ex: character has a fully red tail in the images but you mention the tail actually has a white stripe in the middle) will incur an additional fee depending on complexity.
- If you cannot draw your own or commission a reference sheet then you can find free to use blank reference sheets to color via google. I would prefer that references include a front, side and back angle. MSPaint is perfectly fine as long as everything is clearly drawn.
- Any markings need to be clear and fursuit friendly, markings that are not clear enough will be interpreted as best as possible with some artistic liberty and will not be changed once sewn.
- Do not ask me to copy another fursuit maker's style, if you want someone else's style you should commission them instead.

### **What I Offer**

- Heads currently come lined, with modge podge sealed mesh eyes and 12 front teeth if applicable.
  - Head add ons: Semi-pickable nose, velcro or magnetic eyelids, 3D/follow me eyes, swappable parts (hair, tongues, horns).
- Hand paws come with stuffed/3D paw pads and 4 fingers.
  - Hand paw add ons: claws, lining, additional paw pads, fingers, or dew claws, cuffing to cover raw edges.
- Feet paws come lined with outdoor bottoms.
  - Feet paw add ons: claws, dew claws.

- Tails
  - Currently no add ons.
- Armsleeves
  - Armsleeve add ons: lining, cuffing to cover raw edges.

## Age Limits

- I am hesitant to work with customers under 16 due to the sizing of costumes, meaning the customer may outgrow the costume if under 16. If the person looking to get a suit from me is under 16 I can offer to make a head with standard measurements (23" for head circumference) and send extra foam to use as padding.
- Please keep in mind that if you order from me and are not over 16 parts may not fit properly. I will do my best to accommodate for growth but I cannot guarantee my costumes will fit correctly over time.
- Customers must be 18 or older to send payments. If under 18, a parent or guardian must make the payment.
- Customers 18 and over (this includes parents and guardians) **MUST** provide a photo of a legal ID that proves their age along with a photo of themselves. The name on the ID **MUST** match the name on the PayPal account used to purchase. I reserve the right to ask for further proof if I am not satisfied with the photos sent. Please send your photos to the email listed below.
- If under 18 a written and signed letter of agreement from your legal guardian must be sent to me, confirming they **have read and agree to this terms of service** and **are aware and agree to your purchase**. This can be sent via email along with photo ID.
- I reserve the right to turn away any customer I feel is underage. The commission process will not be started until I have received said email.
- All emails can be sent to: [\*\*cupcakecritterscreations@gmail.com\*\*](mailto:cupcakecritterscreations@gmail.com)

## Payment

- Payments will be made through PayPal invoice only!
- If requested I can show a breakdown of prices, be aware that these prices are rounded to the nearest dollar and include supplies, estimated shipping for said supplies, payment for my time and services, additional costs for time and material dedicated to complex features and markings, and Paypal's transaction fees.

## Payment Plans

- Payment plans can be done via PayPal invoice partial payment option but please be aware that **I will not start on work until the entire invoice is paid in full**. If the order is a partial I can start on pieces as they are paid for.
- Orders will not be shipped until all items and shipping is fully paid off.
- There is a non refundable minimum first payment of 30% of the total cost to cover materials. This 30% is also nonnegotiable.
- If the 30% down payment is not made within 30 days of the invoice being sent the commission will be canceled and the customer will be removed from the queue.
- After the 30% is paid off the client is welcome to pay whatever they want until the commission is paid off, however a minimum of at least \$100 per month is required. The customer must inform me if they cannot make the minimum payment that month or risk cancellation.

## **WIPS**

- Large changes on reference sheets any time after I have ordered supplies will result in an additional charge or will not be done at all.
- Please keep in mind that I often will not be able to match the colors completely accurately, seeing as faux fur only comes in select colors. I will provide photos of the colors of fur I am planning on using and together we can work things out from there!
- Work in progress updates and photos will be sent whenever large pieces of the suit are completed, customers may request updates within a reasonable time frame, i.e. do not contact me more than once or twice a week for updates.

## **Refund Policy**

- Fursuits are a luxury item and you are expected to have the funds available, I WILL NOT offer a full refund! I do, however, offer partial refunds only in emergency situations!
  - 0% Complete = 70% refund
  - 1-25% Complete = 45% refund
  - 26-50% Complete = 20% refund
  - 51-75% Complete = 0% refund
  - 76-100% Complete = 0% refund

## **ALLERGY WARNING**

- These costumes are created in a home that has cats, and dogs. Please make sure to inform me if you're allergic, and I will vacuum your costume before

shipment. If you are severely allergic please search for another maker, as my studio is shared with these animals.

## **Shipping**

- With all commissions, shipping is calculated once the order is complete. The customer is expected to pay this fee via PayPal invoice before the item is shipped. The items will not be shipped until the invoice is paid.
- At this time, I DO **NOT** ship internationally.
- I am not responsible for shipping issues that arise due to customer error, error on the postal service's part, or issues arising from weather or other unforeseeable circumstances. In the event of a returned package the customer is responsible for any additional funds needed for a second shipment. In the event of a lost package the customer is responsible for following up with USPS or their local postal service. I do not offer cancellations or refunds for lost packages.

## **Refusal of Service**

- I reserve the right to deny any customer service for reasons to be determined by myself. This includes if the commissioner is rude, threatening or otherwise unreasonable.
- Harassment, determined by myself, is not tolerated in any way. Should the commissioner display harassment of any sort, I reserve the right to drop the project without any warning.

***If you have any questions feel free to contact me at the email listed above or via my social media!***

***If you have read this all the way through please let me know and that you agree to these terms when you contact me!***