

Tentakal Creations'

Terms of Service

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Objective

To provide clients with high quality products, services and experiences completed in a timely and professional manner

Commissioning a suit

To commission a fursuit, a “commission request form” must be filled out and submitted within the timeframe of a commissioning opening. This is a period of time in which commissions will be available and request forms sent in during this timeframe will be eligible to get a slot. These dates will be posted on our website and via social media. Submitting a form does not guarantee you will get a commission, and whoever gets chosen to receive a commission is up to the discretion of Tentakal

Creations. Spam or multiple form submissions will be deleted and we reserve the right to deny a commission on the basis of homophobia, transphobia, racism towards BIPOC, nazism/facist beliefs, past interactions and other acts of hate. Bigotry and hate have no place in this family.

Once a form is submitted, you will be notified via email of your acceptance. If your commission is not accepted, you will have to resubmit a new form once commissions open up again. We do not retain rejected submissions.

You will be required to send a duct tape dummy to us before any work can start if you are ordering a body suit. This ensures the best possible fit for you. Measurements on specific areas as well will also be required and detailed instructions on how to get them will be issued once your commission is accepted

You must be 18+ years or older to pay for and request any commission from Tentakal Creations. A valid ID (or proof of age) will be required upon acceptance and payment. If you are under the age of 18 you will need an adult present for any and all transactions involving money. This is for legal purposes, as individuals under 18 years old cannot consent to, agree to or be a part a legally binding contract without a parent or guardian over the age of 18.

Communication

Once your commission request has been accepted, any and all communication will be done via Telegram or Email. Please do not use the Tentakal Creations Twitter or Instagram accounts, or the personal accounts of its members, for business enquiries. This ensures message organisation, as well as a quick and easy way to maintain contact between the client (you) and TC. It is also important to only stick to one method of contact, in order to keep things easily accessible.

If at any stage you have any questions, please do not hesitate to contact us. We'd like to ensure your experience with us goes smoothly and worry free.

Quotes

Price estimates for fursuits can be found on Tentakal Creations' Website. However if a more accurate price point is desired, a form is linked on the aforementioned sites (under 'Quote Form') that can be filled out and sent in. Please

note that it may take from a few days to a week to respond with a quoted price. All prices are in CAD unless otherwise stated.

The quoted price is subject to change at the discretion of Tentakal Creations, and may not be an accurate representation of the total price of the commission once it has been accepted. It also does not include any shipping charges. International addresses may also be subjected to tariffs and taxes at the border, and are completely out of TC's control. An estimated shipping date and tracking will be provided to you.

Wait Times and Queues

The amount of time between commission acceptance and completion will vary and depend on the type of suit being commissioned, as well queue length and other factors. A rough estimate of delivery will be given out once a commission has been accepted. We do ask that you give us a reasonable amount of time to complete your suit to ensure the highest quality on the final product.

When multiple suits are commissioned at once, they will be placed in a queue that can be found on our Trello page. The order in which this queue is established will be determined by when payment and contact is established. Multiple orders within a queue may be worked on at once, but the 1st in line of the queue will generally be the one to get their commission done the soonest. Your position within the queue will only change if the person above you either moves up a slot, or is removed from the queue.

If an issue arises that will affect the production time of a suit, a notice will be sent out to the commissioner informing them of the situation. Things that will trigger this response may include illness, injury, family emergency, day job related reasons and other unforeseen circumstances. In the event that a commission will have to be canceled due to extremely long delay times, you will receive a refund based on the progress of suit's completion if you so choose. If materials for your suit have been ordered or arrived, you will not receive your 30% deposit back.

Payment

All payments are processed exclusively through the online service PayPal. If you wish to use a different method please discuss with us before hand. You must be 18 years or older in order to send any form of payment. If you are under 18, an adult

over 18 will be required to process all payment transactions on your end. This is only done to ensure everything during the transaction is done legally.

Once your commission has been accepted you will be emailed an invoice. *You will be required to put a 30% non-refundable deposit on it as soon as you receive the invoice.* This secures your slot and also shows us you're committed to the commission. The remaining 70% must be paid off within 6 months of the initial deposit. Your suit will not be shipped out until the remaining balance on your invoice is \$0. If you do not pay off your suit within the time frame provided, we reserve the right to cancel your commission without refund and recoup costs on it. We allow a 30 day grace period from the 6-month mark, but will be contacting you to work things out within it.

For fursuit part commissions (including hand and feet paws, tails and sleeves), plush commissions and any other small custom parts, payment in full will be required up front, unless discussed otherwise. 30% of this cost will also be non refundable in order to compensate for material costs; however you cancel before work has begun (ie materials have not been acquired, labour hasn't started) you will be entitled to a full refund.

Payment Plans

If you require a payment plan for your suit, please let us know before sending a payment so we can work out the details. You will still be required to pay a 30% deposit before any work can start however.

If you are using a payment plan, it is your responsibility to stay on top of it and make the necessary payments on time. You will be notified of any missed payments immediately; if 3 payments are missed in a row, the suit commission will be terminated immediately, and we reserve the right to auction off what work we've done on your suit in order to make up for lost money. If you cannot make a deadline for any reason please contact us to work things out. Please be aware that if missed payments become a frequent issue, we may issue a "late fee" of 10% of what you currently owe at the time of the fee being issued. While we would rather not charge extra, we reserve the right to ensure commitment to the payment plan.

Suit Completion and Shipping

Once your suit is completed and before it can be sent you will be required to have paid off the entirety of what you owe for the commission. Your suit will *not*, under any circumstances, be shipped unless this amount is exactly 0. This goes for payment plans as well. This is done to ensure that we get paid for our work on the suit, and that the customer is not able to scam us.

The cost of shipping will be included in the invoice, and a shipping quote will be included within the general quote form. We ship out of the GTA in Canada, and will ship internationally using FedEx or Canada Post/USPS. A tracking number will be provided as well. If you encounter any issues with shipping, please contact us immediately so we can resolve the issue on our end. You will also be responsible for any custom charges incurred, and any damages/ lost packages will be the responsibility of the postal service used.

If you request a suit be finished in time for a convention that we happen to be attending, you will not be charged for shipping as we can deliver it directly to you. However the amount owed for the suit must be \$0 before we can hand it over. In the event that you still owe us, you will then be responsible for paying the shipping charge and you will not receive your suit during the con.

Edits and Revisions

While your suit is being worked on, you will be sent progress photos of each major step, and asked if you are ok with how everything looks. This will include anything involving patterns and markings to ensure design accuracy. If you would like any edits or revisions of your suit at these points, let us know ASAP. Depending on the complexity and invasiveness of the edit, you may be charged extra for time spent on it. Certain edits (such as anything involving the headbase or feet base after furring) will not be possible after a certain point in your suit's construction, and cannot be done.

After your suit has been finished and it's been sent to you, any necessary adjustments will be done for free, however you will be responsible for shipping it to us. We will cover the cost to ship it back in exchange. If it's a major error on our part, such as an ill fitting suit, we will reimburse you for the shipping charge.

If we are attending a convention that you happen to be going to, and require an edit to your suit, we will happily perform it at said convention so long as you set up a time with us. Any major alterations will incur a charge.

Warranty

All of our suits are guaranteed for life so long as you follow our fursuit care instructions (included with every suit). Sewing seams may pop during your first few suit ups, which is completely normal as the suit is breaking in with your body and adjusting to it. If for any reason your suit is damaged due to a construction issue we will fix and/or replace the defective part. Please be aware that if a suit is stored/cared for improperly or used very roughly that it will void our warranty and you will be responsible for paying for repairs. The difference between a well cared-for suit and a very roughly used suit are very recognisable, so if you wish to file a warranty claim please be upfront and honest with us first.

Overtime touch ups may be needed, especially on suits that use airbrushing or drying brushing, and custom dyed furs. These touch ups are covered by our warranty as long as you pay the shipping charge.

Requesting a Refund

If at any point you wish to receive a refund please let us know right away. You will receive either a partial or full refund *minus* the 30% deposit, with the amount refunded depending on the circumstances and amount of work completed on the suit. We will finish and sell any suit that is refunded if enough work has been done on it. We also reserve the right to cancel a suit and refund it at any point in time if we deem it necessary. Reasonable grounds for termination include: harassment, defamation, unwillingness to agree to terms, missed payments, general rudeness and inappropriate behaviour. We will also block and deny any future involvement with those who had commissions be terminated. We also reserve the right to terminate commissions based on actions of homophobia, transphobia, islamophobia, BIPOC racism, anti-LGBTQ+ ideals and other acts of hate. You will be placed on a blacklist and blocked from any accounts of ours.

To be issued a refund, we will require a reason so the process can begin. Please do not charge back using paypal, as this is of very little help to us and will do more damage than good. Send us a message first before taking any action so we can work

things out. We will respond within a day to any and all messages. Any chargeback claims will be fought and may be made public to warn others of this conduct.

Copyright

We retain the rights to all of the suits and accessories produced. This does not mean we own the design of the suit itself, as this right remains with the commissioner; we do however own the design of suits that we produce on our own or through artistic liberty commissions. However, we do not directly affiliate ourselves with any commissioner unless this relationship is directly stated by us.

We will post progress pictures of suits being worked on on our Instagram and Twitter accounts periodically, and reserve the right to do so unless otherwise discussed with the client. If you wish for your suit to remain anonymous or not have WIPs posted of it, please inform us beforehand. Once a suit is finished, we will take pictures using a model or your duct-tape dummy, and post it to our website for display purposes.

Adult Oriented Suits

Although not advertised directly, we can provide adult suits to customers over 18 years of age. We will require an ID to prove your age if you wish to commission an adult oriented suit, adult products or features such as “strategically placed holes”. We reserve the right to refuse this service to minors or anyone on any grounds. None of our adult suits will be publicly posted or advertised with the Tentakal brand, and are instead affiliated with Kal/Tentaclewoof. Please be aware that we will advertise that such suits are used in adult situations, and we believe that they should only be used under said circumstances.

Final Note

Thank you for taking the time to read the TOS! If you have any questions or concerns please email or message me (Kal). I want to make you fall in love with my service along with my art. Please check my galleries and Twitter for commission openings and examples of what I do. Please remember that despite occasionally

being a Maned wolf or a Bear, I am a person on the inside. I look forward to working with you to bring out your inner animal!! ~Kal