

Vorpal Bespoke Creations Terms of Service

Deposit and Payment

A non-refundable deposit of 50% of the total quoted price is required for all orders. This is to cover the particularly high upfront material costs and to secure your commission slot.

The remainder of the quoted price must be paid within 2 weeks of the deposit being made.

Work on a commission will not be started until full payment is received.

Order Cancellation

Should the client elect to cancel an order, the amount refunded will depend on the materials purchased and/or the amount of work that has been completed, as well as the specific circumstances of the cancellation. Refunds will not be given due to "change of mind".

If an order has been canceled after production has started I reserve the right to finish and sell the hood. In such cases care will be made to alter the design.

In the event I may need to cancel the order for reasons not relating to the client's actions, the total paid amount will be refunded in full, including the deposit.

Ordering Process

Before finalizing a custom order, all design specifications need to have been chosen.

These include but are not limited too:

Style of commission

Type of animal

Any specific markings

Any specific design requests

Sizing

Colours of neoprene

Colours of thread

Colours of hardware

Any changes made to the design after work has commenced may result in additional charges to the quoted price.

Communication

Work will be paused if the client is unresponsive for more than 2 weeks, unless arranged prior. If the client is unresponsive for a period longer than 3 months, the order will be cancelled without refund.

Correspondence is to remain professional and respectful. Unwanted advances, inappropriate behaviour, hateful or bigoted speech, aggressive or abusive language will not be tolerated. If boundaries are breached a warning will be issued, if unwanted behaviour continues the order may be cancelled without refund.

Turnaround Time

The estimated turnaround time for a custom hood or mask is 2 months after materials have been acquired. If there are any unexpected delays in either the shipping of materials or production time for the commission I will do my best to inform the client of those delays and give an updated estimate of completion.

Return Policy

All goods come with a 6 month warranty for any damage that occurs during shipping or can be deemed the fault of the maker, such as improperly installed hardware, popped seams, torn or otherwise damaged material, etc.

Care instructions will be issued with any physical purchase in addition to being available online, neglecting to follow these instructions will result in the warranty being voided.

Any damage caused by regular wear and tear or by misuse is not covered by the warranty. If repairs are needed due to misuse or after the warranty period has lapsed, fees may apply.

Should a piece arrive damaged, not fit or not work as described, let me know as soon as possible and we will reach a mutual agreement in our communication channels with the client in accordance with Australian Consumer Law.

Shipping Policy

Given I am based in Australia shipping prices may vary greatly depending on delivery location, I will give a shipping cost estimate before finalising the order and it will be included in the final price.

International shipping takes time, so please be patient. Though it may cost more, parcel tracking is recommended with any order.

Brand Representation

The actions or behavior of individuals wearing my work do not represent me or my business.

I reserve the right to use my photos of commissioned pieces on social media and/or promotional material relating to Vorpall Bespoke Creations.

Pet Hair Disclosure

Please note that I live in a home with cats and whilst all goods are carefully washed before shipping a stray cat hair may make its way in.

For any further inquiries please contact:

vorpallbespokecreations@gmail.com

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