

Terms of Service

Last Updated: 10/09/2025

By commissioning me Dragons Roost, you (the Client) agree to the following Terms of Service. Please read this document carefully before commissioning me. Any custom order is assumed that the client has read and agreed to these terms. My terms of service are non negotiable, ignoring them does not make you exempt from them.

Disclaimer

- Dragons Roost is not liable for any damages caused by the use of their products including wearing fursuit costumes or misuse of plush art dolls. Wearing a fursuit may heighten a wearers risk of heat related illnesses, Dragons Roost is not responsible for any stumbling, falling, slipping, tripping, or overheating that may occur. It is the wearers responsibility to wear their costume responsibly.
 - Plush dolls are not intended for use by children. They are soft sculptures and not tested for child safety. They are meant to be displayed and handled by adults.
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2. Payment and Pricing

- All prices are listed in USD and are subject to change without notice. A **non-refundable deposit** of 30% is required for any payment plan. Payment plans may be no longer than 3 months for any commission type.
 - Frequency of payment plan is up to the buyers discretion and can be biweekly, weekly, or monthly.
 - Failure to complete a payment will result in your order being cancelled unless previously discussed. If your item was already created it will be resold. Any payments made before defaulting are non refundable.
 - The full balance must be paid before the item is shipped.
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3. Refunds and Cancellations

- **No refunds or returns** are accepted on custom items once work has begun, as each piece is made specifically for the Client.
- If Dragons Roost must cancel a project due to unforeseen circumstances, a partial or full refund will be issued depending on the stage of completion.
- Chargebacks without prior communication will result in a **permanent ban** from future commissions and may lead to legal action. If you have a problem please reach out to me first.

4. *Work Process*

- Dragons Roost will provide progress photos at key stages.
- Revisions are limited to minor adjustments during the planning or patterning phase. Major design changes after work has begun may incur additional fees.
- Estimated completion times vary based on complexity and workload. Deadlines must be discussed and agreed upon before payment is made.
- Dragons Roost is not responsible for delays caused by supply issues, illness, or postal services but will communicate updates promptly.

5. *Shipping and Handling*

- All items are shipped from Oregon utilizing both UPS and USPS.
- Shipping costs, tracking, and insurance (if applicable) are the Client's responsibility unless stated otherwise.
- Once shipped, Dragons Roost is **not responsible** for damage, loss, or delays caused by postal carriers. If your package is damaged, lost, or stolen please reach out to the carrier as you are eligible for postage protection. All packages shipped have a minimum of a \$100 carrier liability.

- International clients are responsible for any customs fees, import taxes, or duties.
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6. Ownership and Usage Rights

- Dragons Roost retains full rights to the design, patterns, and photos of the commissioned work.
 - The Client owns the physical product only.
 - The Client may share photos of their commission online but must credit Dragons Roost appropriately.
 - The commissioned piece may not be reproduced, recast, or used for mass production or resale without written permission.
 - Dragons Roost reserves the right to post progress photos, finished images, or videos of the item for portfolio or promotional purposes.
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7. Warranty and Repairs

- Repairs due to normal wear may be offered within 1 year of receipt (shipping one way will be at Client's expense).
 - Damage caused by misuse, neglect, or alteration by the Client is not covered under repair policy.
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8. Behavior and Communication

- Respectful communication is required.
- Harassment, threats, or abusive messages will result in immediate termination of the commission without refund.

- I have a zero tolerance policy for racism, sexism, homophobia, transphobia, or any other form of hate speech.

8. Commission Quotes

- Drawn up mock ups and quotes are for commission communication purposes only to ensure the design of the character is correct. They are not real pieces of artwork and not meant to be displayed or shared.
- Please only SFW reference images unless discussed previously with Dragons Roost.
- Unlimited alterations during the mock up stage is acceptable. I want to ensure that the design of the plushie or fursuit is exactly what you want before you purchase your commission.

