

Commission Terms of Service

By purchasing/requesting a commission slot, you will be entering an agreement under the below terms. Please read all sections thoroughly. For more information on how Commiss.io protects both artists and clients, please click [here](#).

Deadlines and Turnaround

The commission client will be given an expected turnaround upon acceptance of their commission request, with any updates to this turnaround communicated at each phase. Please be advised that all estimates given will be honored to the best ability, and the artist reserves the right to change the current time frame should any extenuating circumstances arise. The client will be given notice to any changes via the provided means of contact and on Commiss.io.

Should the client require a specific deadline for their commission, it is their responsibility to communicate this need to the artist. Deadlines must be communicated on the Commiss.io order form before any work begins or payment is sent. All order forms will list guidelines with the shortest available deadlines for any given commission type.

Commission Process and Revisions

The client will be provided with regular updates at each phase of the commission:

1. Initial Sketch
2. Linework
3. Base Colors
4. Final Review

Sketch commissions will be completed in one (1) phase with the option to request up to two (2) revisions once presented for review. Revisions may be requested on all other commissions at each phase when presented for review, with the number of revisions limited to two (2) per phase. Exceptions may be honored in the event of more complex subject matter at the artist's discretion. Requests should be limited to that phase, and not require excessive redrawing/backtracking in later phases (ex. requesting new poses after the artist has already moved on to base colors, etc).

Any technical errors or errors of omission can and will be rectified at any phase (ex. forgetting a character's markings).

Revisions will no longer be accepted or honored once the Final Review phase has passed and the final work has been completed and sent.

Sharing and Posting

Once completed, a high-res file of the commission will be sent to the client for personal use and sharing. The completed work may be posted by the client, or their intended recipient should the work be a gift for another party, to any websites or social media outlets. **Projects ordered under the category of personal use may not be used commercially.**

Credit must be given to the artist on any website/social media posts, and may not be presented in any way to inform or suggest the work was created by any party other than the artist. No attempts to remove any signatures/watermarks will be permitted.

Any alteration of the work, especially alterations done to disparage the artist, promote any form of hate speech, or contradict any of these TOS policies, is not permitted. Should a censored or alternate version of a finished project be needed, please contact the artist to discuss.

The artist also reserves the right to post the work for promotional and sharing purposes via their own website/social media channels. The client will be "tagged" via each respective posting format, with credits given for their characters and/or ideas in the finished work if applicable. Should the client wish to remain anonymous or not have the work shared publicly, it is their responsibility to inform the artist during the commission process.

Cancellation and Refunds

Cancellation of a commission with full refund is permitted up to the initial sketch phase, before any work has been completed by the artist. After this point, cancellation fees will amount to 50% of the full order price by default. The refund percentage may change if substantial work has been done on a more complex piece, and will be communicated to the client at the time of cancellation.

Refunds will be processed at the time of receipt by the artist, after any necessary deductions are made for work already completed. Clients will receive a notice once a refund has been filed, and thereafter should defer to the [Commiss.io's policies](#) on the time and method of which funding is returned.

The artist reserves the right to cancel the commission process at any point with no, or partial, refund if the client is in breach of any of the policies listed in this document. Further action may also be taken depending on the severity of breach, up to and including blacklisting the client from requesting future projects. Grounds for cancellation include but are not limited to:

- Unrealistic and/or previously undisclosed deadlines**
- Excessive revision demands**
- Failure to adhere to posting rules, including any blatant disrespect to the completed work**
- Any and all forms of harassment directed towards the artist**