

SunPlume Crafts and Illustrations: Terms of Service

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General Hours of Operation:

Mon-Thurs: 10am-3pm

Fri-Sun: 8am – 10pm EST

* Schedule subject to change without notice.

Traditional Art Terms of Service

By paying for a commission, you agree that you have read, agree to, and understand these terms of service. We do not make any warranties, express or implied. These rules apply to past and future commissioners.

You must be 18 years of age or older to order a commission.

Trademarked Characters: I will not accept commissions of trademarked characters, only original characters allowed.

Character References: Character references help me be sure that I get your character markings and details correct. I prefer working with a professional reference sheet, however, if this is not possible at least 3 pictures showing full markings/details is required. All reference images must be of G to PG-13 nature only. If you have a question about what constitutes references of this nature, please don't hesitate to ask me. If descriptions must be used, you forfeit the right to complain if anything is incorrect.

I *cannot* easily work from: costume photos, SL screenshots, etc.

NSFW Art: I will occasionally offer NSFW art. I prefer artistic nudity, however I am open to discussion with further NSFW artwork depending on the content. I reserve the right to decline any commission idea, for any reason. Please note that I may create another version of your commission with something covering the nude areas to post on certain galleries. In some instances, I may just not post the commissioned work at all to my galleries. There is a \$25-40 upcharge for NSFW depending on the content.

Payment: Payment must be received within 24 hours of the invoice being sent. If payment is not received, you forfeit your commission spot. I use Paypal, and prefer this form of payment to any other. However, if you must use another form of payment, please let me know at the time of commission. I also accept mail order money, money-grams, and snail mail. However, use these at your own risk – if it's lost in transit I will not start not complete the commission without

payment. Please inform me if you are going to be late with paying an invoice. We can work things out on an individual basis.

Tips: To insure prompt service and are always appreciated. If you tip, the commission will get a little extra care and I may expedite your position in the queue.

Canceling an Order: I reserve the right to cancel or terminate orders at any time. No refunds on completed work. However, my goal is to work with you to make the existing artwork satisfying.

Orders can be canceled prior to paying an order invoice. Just don't pay it, let me know you no longer want your spot, and I'll remove it as soon as possible. Once an invoice is paid, I begin working immediately. Therefore, if you wish to cancel a commission at any time after paying an invoice, you are subject to a partial refund. Typically I refund depending on how much work has been completed before the cancellation, as follows:

Sketch = 50% refund

Lineart = 25% refund

Color = 5% refund

Completed = 0% refund

I am not a bank for commissioners to deposit money until they have a future need for it. It is the responsibility of the customer to monitor their finances before commissioning. I will not refund those who want to back out due to their own poor financial planning.

Revisions: Revisions are permitted during the sketch phase. Remember, I want to create artwork you want to enjoy! However, once inks are started revisions are limited to small changes and not to the original concept/idea agreed upon during the sketch phase. I will do my best to make the corrections, however physical media has its limitations. I want to create the best work I can, however, I want to fix what is wrong with the current piece.

If the customer asks for a total concept revision after the agreed upon concept has reached the ink phase, or is excessively indecisive, the customer is subject to additional fees and purchasing a new project.

Mailing: I prefer to ship out original completed commission as opposed to convention pickup. I occasionally offer convention pickup, but this varies based on which I am attending. I mail out commissions Mon-Thurs through USPS, FedEx, or UPS. All orders come with a tracking number. The tracking number will be given to you as soon as I can, through Paypal, email, note, etc.

Once the commission is out of my hands, I am not held accountable for orders being shipped to the incorrect address, getting damaged/lost, and orders not reaching their destination. Please

know your local contact information in case something happens! Generally USPS, FedEx, and UPS can help you out, and I will try my best to do the very same.

Reposting: If you commissioned it, you can repost it. Please provide a link back to one of my various galleries so others can find my work as well.

Customer Privacy: I do my utmost to keep all personal information safe and secure. None of your personal information will be shared or sold. I can accept private commissions and anonymous commissions upon request.

My Galleries: I reserve the right to post, not post, edit, use for advertisement, keep completed pieces in my gallery, sell prints, etc. If a request is given for a piece to be deleted or taken down for whatever reason, I may or may not do such. I also reserve the right to not post commissions to any of my galleries as I see fit.

Edits by others: You may not pay another artist to make edits, add to, change, or do anything with any commissioned artwork from me. You can make edits yourself.

Works in Progress: Because the speed I work at, I tend to post WIPs in stages (sketch, lined, color, shading, etc.), on social media sites and not main gallery sites. In most circumstances, I will ask for commissioner approval before I move onto the next step. If you absolutely need extra WIPs other than what is supplied standard, please inform me before I start your commission. More than willing to accommodate!

Completion Time: I generally take no more than 3 weeks, and usually less than 1 week, to produce a piece from start to finish. Ordering extra WIPs slows this process down greatly. Therefore, I cannot guarantee completion time in under 3 weeks if extra WIPs are mandatory. I will try my utmost to meet deadlines, if given advanced notice. I update main galleries once per month, in a “mega dump” of all completed work.

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