

Featherbat TOS (Last revised 12/30/2016, policy in regard to fixes and refurbishing)

If you are commissioning me, it is assumed, regardless of if you have read this document, that you agree without question to my policies and terms of service. If you did not read the TOS, you understand you are at fault for not understanding or making an effort to understand the policies you agreed to when commissioning us.

Fursuit TOS

Please read thoroughly!

General Information

- Submit quotes via FA note or using our quote submission form only
- You must have a 3 turn reference sheet available to be provided
- Design changes after supplies have been ordered may be subject to an additional cost.
- You may not change your suit modifications (i.e; 2D or 3D eyes, Digi or plantigrade legs, toony or realistic.) after we have accepted your quote. If you are unsure of pieces on your design, then make sure they are concrete BEFORE we receive your quote. We will not be able to make any changes once work has began.
- You must understand a quoted price is an estimation.
- Quotes are good for up to one month. After that, prices may have changed, so please submit for a quote again.
- You MUST be 18 and over in order to commission us. There is no exception to that rule.
- Please be flexible in regards to fur color; while we can control what we make, we cannot control fabric colors. Many colors simply do not exist in fabric - please be willing to compromise.
- We must receive your duct tape dummy before the allotted starting time of your suit. If we do not receive it by then your slot will be skipped over and will resume after the next slot is completed. If there's an issue with shipping we only require proof (tracking number) that it was sent before the time began. We are flexible with this but please don't abuse it; if we do not receive your DTD on time, the making of your suit could cut into time allotted for other people.

Payment information

- Required Material Cost of 30-40% is due up front (Material cost may vary depending on how much I estimate the materials to be, more complicated suits will be closer to 40, less complicated will be closer to 30.) Material cost is NONREFUNDABLE after supplies are bought, please keep that in mind.
- Your material cost is a down payment which secures your slot. If you want to give up your slot, your down payment is refundable until supplies are bought.
- Payment through paypal invoice only.
- The suit must be fully paid off when work begins. Please arrange to be able to pay in time.

- Fursuit will not be sent out until payment is 100% completed
- In the event the buyer cannot complete payment, fursuit will be held for up to 1 month after completion. After that, the suit may be auctioned/sold/modified, or an agreement will be reached between the commissioner and ourselves regarding modification or a longer holding period.
- As of 12/30/2016 Shipping is now included in a flat price in the continental US of \$70 for full suit, and \$40 for partial which is billed along with the fursuit invoice.
- Shipping to non-US is available, however, all customs fees and shipping fees (often much, much higher) must be paid by the buyer, that includes to and from our location.
- In the event specific parts of the fursuit do not fit/are too tight or loose, if you cover the cost of shipping to me for adjustment, I will cover the cost of shipping back to you with adjustments made, or I will send instruction on easy fixes like adding panels or sewing darts, or making small repairs.

Damages, fixing, and replacements

- I am happy to help you with fixing issues! Please understand that we are still learning and our prices reflect that. We are not 100% perfect but we are improving all the time. If you find a minor issue on your fursuit I am happy to aid you in fixing it either in person if possible or coaching you through the fix.
- Fursuit parts that are damaged in transit are not covered by my terms of service, but I will provide help with fixing them, or if you send it back I will fix them myself.
- Each fursuit piece is tied inside of a plastic bag in the event the box breaks to avoid it touching the ground or getting dirty. It is packed snugly with insulation like bubble wrap. It is also insured to the full amount if the fursuit is lost.
- Design changes during fabrication process may be subject to additional cost, such as, but not limited to, changing markings, removing or adding markings, or changes in color.
- Fixes to the fursuit may be denied or require additional payment if the fursuit was damaged at the buyer's hand i.e stained, ripped due to physical activity, submerging of non submersible parts such as resin heads.
- If the buyer is unable to pay for completed fursuit and wishes to cancel the project, they will be refunded partially their payments depending on work done (a percentage will be refunded depending on how much work was completed at the time of cancellation). The initial down payment/material cost is **nonrefundable**. Materials bought can be sent to the buyer if they pay the shipping.
- If I, personally, am unable to complete the fursuit and need to cancel the commission for any reason, the buyer will receive a refund including what is left of the material cost, as well, I will send them any materials that have been bought with the down payment.
- Small fixes can be made on a lifetime warranty at the cost of shipping fee for the buyer, including popped seams, any kind of rip in the fur, small replacement panels, reattaching loose pieces.
- Larger fixes can be fixed at an additional negotiable fee as well as shipping costs from the buyer, including: replacement parts, large panel replacements, deep cleaning or suit replacement. Fixes are subject to available material; if it has been a long time since you

have received your suit we may not have the items necessary to repair it anymore, such as fur colors.

- If you plan on using your suit for NSFW things we will not accommodate that. Once you own a costume youre free to do whatever you want in it; but we will not fix your fursuit for you after that. Sorry!