

Commission Terms of Service

01 - General Terms	• All drawings may or will include a subtle sign that you may not remove. • I might record the drawing process and post it on my YouTube. • I might stream the progress of a commission on my Twitch channel (see point 3) • Prices are subject to change based on demand. • I have the right to reject any order that I do not feel comfortable drawing for any reason.
02 – Payment	• Currency accepted is British Pound Sterling and it can be paid through PayPal. • Commissions can be paid either 100% upfront or split 50% upfront and 50% after sketch approval. • Don't send me any payment before I have agreed to give you a slot and requested you to send me the payment.
03 - Process & Delivery	• I will notify you when I have started on your commission and you, therefore, lose the rights to a refund (see point 7 further below for more info on refunds) • The time it takes to finish your commission varies 1 week - 3 months depending on factors such as health, the complexity of the commissioned piece, other work, and university timetable. • If anything comes up that will slow the progress of the initially estimated delivery time, I will let you know asap. • Once the piece is finished you will receive the full-resolution image. Note that there is no physical product. Depending on where you live, we can arrange to print your artwork. Just ask :) • To speed up the progress of a commission I might stream the process on my twitch channel. If you do not wish

	for me to do that please state before any payment is made.
04 - Revisions	• During the reviews, you will see work-in-progress and these images will usually include a watermark and be smaller than the finished piece. • You get 3 rounds of changes on the commissioned piece included in the price. • A fee will be added if you want something changed on the final drawing - unless a misunderstanding from my side has been made. • If you wish for me to change something in the drawing you have previously approved, I will charge you a fee to change it. The amount of the extra charge depends on the change you want me to make and is usually based on an hourly wage. • If your reference is unclear to start with, changes will come at an extra charge.
05 - Copyright & Usage Policy	• I, Dot the PixieKing (the artist): - o I reserve the right to cancel and refund the order at any time for any reason. - o I retain all copyright over the commissioned artwork. - o I will NOT claim the intellectual property (IP) of the commissioned artwork (your character is still yours, etc.) - o I will NOT profit further from the commissioned artwork unless you (the customer) break any of the terms. - o I reserve the right to post the commissioned artwork online, in my portfolio as well as in publications such as art books. • You (the customer/commissioner): - o You may upload the commissioned artwork on any website and social channels.

	- o You may NOT make profits from the commissioned piece (reselling, redistributing, uploading to POD-services, making prints for selling, etc.) - o You may NOT alter the commissioned artwork without my (the artist's) consent. - o You retain the rights to the intellectual property (IP) - o You may NOT use the commissioned artwork for commercial purposes. ● The following is considered copyright infringement: - o Reproducing/using the copyrighted artwork commercially - means making money off it in any way. - o Claiming the artwork as your own. - o Removing my signature from the artwork. - o Altering the artwork without my consent. ● In some cases, the commercial rights to the image may be purchased.
06 - Customer Satisfaction	● I will do everything I can to make my customers happy! ● If you have a problem with anything in regard to the commissioned piece please tell me right away so we can find a solution together. ● I am willing to change some of my terms for you if you ask before I start on your commission. If you, e.g., do not want me to post your art anywhere, we can discuss this.
07 - CANCELLATION & Refund POLICY	● The buyer is not allowed a refund once I started working on the commission. ● If for any reason, I am unable to start your commission you will receive a full refund.

	● If you cancel your order before I started it, you can get a full refund. ● The kill fee for canceling the commission after work has begun is 50% of the commission's price. The client then receives the work as is. ● If the buyer wishes to cancel the commission after the work has started, the buyer can be issued a refund but agrees to pay the kill fee. PayPal specific: ● If you are getting a refund, do not request a PayPal chargeback. I will transfer the money back to you myself. ● If you request a PayPal chargeback at any point when you were not allowed to ask for a refund you will lose all before mentioned rights to the commissioned piece and I will have the full right to profit further from it in any way. I will decline the chargeback and supply PayPal with our conversations in which we talk about the commission as evidence that I have completed work for you. Furthermore, you will be blacklisted for commissioning me again.
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