

ARC'S OUTPOST TOS

HOW TO COMMISSION

To inquire about a commission, I accept DMs through Twitter, Etsy, and Discord. I am no longer accepting DMs on Instagram. Twitter username is @arcsoutpost, and Discord is Arc#4487. You MUST have a full body reference of your character for me to work from. I will not work from a pencil sketch with descriptions written in or character descriptions. Your reference sheet must include at least a front and back view of your character, if your design is complex. Any clothing you would like your plush to wear must have a picture or pictures included.

REFUNDS

I have a NO REFUNDS policy. If you decide to cancel your order BEFORE you have sent payment, this is permissible. No work will be done until full payment has been sent.

PAYMENT METHODS

I accept PayPal and Etsy transactions. I do not plan on accepting any other payment methods in the near future. I allow payment plans that do not exceed more than 3 months. Payment must be sent in FULL via PayPal invoice or Etsy purchase before any work is started on your project.

WILL DO

I can do complex designs, clothing, fluffy fur or cut minky details, digitigrade or plantigrade legs, sitting or standing poses, any eye expression, and any mouth/facial expression. I can also do logos on clothing, and can embroider logos and patterns onto the plush.

WON'T DO

I will not do human characters. I will not allow images of hate/controversial topics/LGBTQphobia/racism/ableism/extreme gore/disturbing content. Content that is considered hateful/controversial in nature includes, but is not limited to, hammer and sickle, swastika, extremist group representation, etc... I will not make NSFW plush toys. I will,

however, allow you to send me an NSFW reference sheet if that is all you have, although I prefer SFW.

TURNAROUND TIME

From the day I receive your payment, turnaround time can be anywhere from 8-10 weeks depending on my current queue. You will typically get your design proof 1-3 weeks after initial payment has been received. Your plush will be completed within about a month from that point. More complex plushies take longer. You will be sent an image of your plush for you to approve, and most changes are free! Provided your change does not require a complete rebuild of your plush, it will be done in around 7 business days, and will not come at any extra charge.

SHIPPING INFORMATION

It takes around a week for the plushies to arrive at my office. I typically try to ship the plushies out the same day I get them. I am not responsible for packages that are lost in transit. Once the package leaves my hands, there's nothing I can do. I can offer you a replacement plush if your package is lost in transit, but this will incur an extra charge. However, I cannot offer a full refund.

TRELLO

I manage my queue through Trello. There, you can see the progress being made on your plushie as well as your position in the queue. [Arc's Outpost | Trello](#)

Thank you for reading, if you have any questions regarding my TOS, please do not hesitate to contact me! I am happy to answer any questions you might have. :)

-Camryn K.