

Trashawk's terms of service!

Hello, and thank you for taking the time to read my terms of service. Here we will go through some rules of what you should and shouldn't do, refunds, and general information!

Before you buy

- You must be over 18 years old to commission me.
- Make sure you really, really want a fursuit.
- A 50% down payment is required for me to start your commission. This is to cover the material costs and to prevent me from losing money on materials if you decide to cancel your order.
 - **I will not refund the 50% down payment after the materials have been ordered. Everything else can be refunded before the fursuit is ready.**
- I need your full name and address as well as your phone number. This information will not be shared with outside parties. Please let me know if you have a nickname you'd prefer me to use though!
- Keep in mind what you are ordering. I will not be responsible for any bodily harm like tripping over or overheating. I am also not responsible if you find out that fursuiting isn't your cup of tea after trying on the product.
 - **If you start to feel dizzy, nauseous or tired when fursuiting, take the costume off immediately and remember to stay hydrated and cool off. In a case of a heatstroke, seek professional help. You should never fursuit alone.**
- My work only uses artificially produced materials like faux fur. None of my materials come from real animals.
 - **I do own two cats. If you or anyone else in your household are critically allergic, please don't order from me! I cannot promise there is absolutely zero dust from our cats within the fur.**

Payment, canceling your order, and refunds

- I take payment through PayPal and PayPal only. Please convert the money to Euros when you are paying. Google has many currency converters like [this one](#).
- If, for one reason or another, you decide to cancel your order as I am in the process of making it, depending on how close the project is to being finished, you will receive a refund of a certain amount if you decide to pay 100% of the commission first hand.
 - In cases like that, I will alter the design, and the suit will be sold as a premade.

With altering I mean changing up the patterns, adding colors, and/or such to make the character not resemble your original character anymore.

Payment plans

I would heavily prefer paying the final sum at once, but...

- I offer payment plans, but **only** after the 50% material cost has been paid already. After that, we can discuss how and when you're going to pay for the remaining amount.
- You can choose to pay for the rest of the sum before or after the suit has been finished.
- **The fursuit will not be sent in the mail before it's fully paid! There are no exceptions to this.**
- **If you for one reason or another cannot/aren't willing to pay, the finished product will be changed to not resemble your original character and sold as a premade.**

Payment plans will be discussed case by case.

- Both you, as a customer, and I as the maker, have the right to cancel the order at any point.

- If you as a customer pay for the full product upfront and the materials have been already ordered, **only** 50% of the amount will be refunded, as that is the material cost.
- If you cancel while the suit is already being made, depending how far I have gotten into making it, the percentage might decrease to 40% due to the amount of work and material potentially being wasted.

Refunds will be discussed case by case.

Ordering your fursuit

- When ordering from me, please fill out [this](#) form. Remember to read all of my terms of service before filling it out! Filling out the form binds you to these terms if you do decide to place an order.
- In order to make your character into a fursuit, I need a clear digital reference of what they look like. Artistic liberty fursuits will be discussed separately.
 - The reference sheet needs to be from front and side views for me to get accurate patterns.
- If the character you want me to make is very simple, for example, a plain white wolf with blue eyes, a reference is not necessarily needed. Please also describe your character with a few sentences so I can get an idea of what they are like!
- I ship internationally, but you, as a customer, will be the one to pay for shipping fees. They vary depending if you live inside the EU or not. Down below are some estimates for a full partial fursuit shipping costs. Keep in mind possible custom fees. It is illegal to lie about the value of shipped items, so I won't budge on that.

What I do and won't do

I do:

Any species!

*I haven't done a lot of them yet

Semi toony suits

Removable tongues and eyelids

Complex hair and/or manes!

Artistic liberty suits

Mascot costumes

Simple accessories

*Jewelry, piercings, etc

Experimental stuff

*I am not responsible for lack of skill if you decide to order something I haven't done before

Colorful and complex characters!

*I don't currently have examples of tiny markings, so keep that in mind!

I won't do:

Copyrighted characters

(pokemon, disney...etc.)

*I am willing to make characters inspired by certain characters though!

NSFW Fursuits and or parts.

Airbrushing

Any controversial, political, or hateful designs

Custom padding for muscles and such

*Digitgrade legs are the only thing i offer with padding

Stolen designs

Props or big accessories (hats, glasses, etc.)

Orders that ask for a suit in someone else's style

Shipping prices

These are price estimates for what the shipping cost will be for your suit. This info can also be found on my carrd.

Finland: 11 €

Inside EU: 35 €

United Kingdom: 34 GBP

Any other country: 100€

[\(CURRENCY CONVERTER\)](#)

The customer is responsible for making sure their address is correct.
I will send an image when the address is written on the box so you can confirm that everything is correct!

I am not responsible for damage that happens during shipping.

Privacy

When ordering from me, Trashawk, I as the maker wanna make sure that you, the customer, know that none of your personal information will be given to third parties, be it people or companies.

Your name and address will only be used to ship the finished product.

Estimated time of arrival

My average time for finishing up a commission after the material costs have been paid is around six months. It can happen quicker, but also slower and I will let you as the customer know if there are any delays in the schedule.

Sometimes life can get in the way.

You can always hit me up for updates, and I will try my best to give you one, though, sometimes I may not have made any significant progress!

After the fursuit is shipped out, I will give you the tracking number, but sadly I don't have any way of knowing how long it will take to arrive after the parcel leaves my hands. From my current experience, anywhere from one week to three months.

If such a scenario happens while the parcel is in transit to your country, I will try my best to help you to contact the customer service and locate the parcel.

About artistic liberty fursuits

This part can be skipped if you are not looking for an artistic liberty suit.

Are you looking for a fursuit but don't know exactly what you want? Don't worry! I have a bunch of ideas! Let me know if you have favorite colors, animals, or maybe even a general theme!

You have two options.

First option:

Regular artistic liberty, where you tell me the colors, species, and a possible theme, and I do the design. Suits like these will cost a little bit less than your own OC.

Second option:

Surprise! I get the freedom to create whatever comes to my mind. You can still tell me some prompts and what you definitely don't want in your suit (certain colors, species, etc)

A suit like this is the cheapest to order.

You will receive a reference sheet for the character and a full ownership over the design.

Repairs and warranty

This is an important part, especially if you aren't from my home country (Finland)!

There's a 1-month warranty on your fursuit if there are some unnoticed flaws you don't feel comfortable fixing by yourself. The warranty does not include shipping fees though, and you will have to pay for it.

This only applies to the EU!!! Shipping the fursuit back and forth between long distances will get more costly than fixing it locally.

There are plenty of talented people willing to do fixes and repairs all around the globe, and I am sure there is someone like that around where you are from

***I am currently looking into getting a partner who I would recommend to people, so if you know someone or you yourself would be willing to be redirected to regarding fursuit repairs in the USA, feel free to contact me!**

After one month has passed, I will require a certain fee for fixing, repairing, and such, but I can also offer a walkthrough of how to fix a popped seam and such. Practicing a few simple stitches beforehand is recommended. Ladder stitch and blanket stitch being the most essential!

I have the right to refuse to do repairs for any reason.

I will also not repair your fursuit if you have made changes to the suit that did not work out as intended. (for example, adding a magnetic tongue, even though it was not included in what you ordered)

After receiving your suit

When you receive your fursuit in the mail, you are now in charge of what happens to it!

You don't need to ask for permission to sell it. I, of course, would appreciate it if you'd let me know who the next owner is, but I have no control over that so it is not mandatory.

I will not refund any money after the suit has been mailed, and I am not responsible for any possible damage that happens during shipping.

I always wrap my fursuits in plastic wrap to prevent water damage and such. Avoid using a knife to open the box and/or fursuit, as that could potentially split open seams and foam if done with a lot of force.

If your fursuit is an artistic liberty creation, you own the full rights to the character design.

If you order from me, along with your fursuit you will get a slicker brush and a free two sided badge done by me! I will give you an option of two different art styles.

Charity

I donate a part of my earnings from fursuit commissions to a local [Finnish cat shelter](#). For every commission, 5% of the total cost goes into a savings account.

When the said account reaches €100, I use the money to buy food, supplies, or medicine for the shelter, depending on what they need at that time.

This is **not** an official partnership with the said shelter, I do this at my own choice.

Thank you for helping me support the shelter through your commission!

Got questions?

Got any questions? Message me at thetrashawk@gmail.com!