

2026 Commissions

Terms and Conditions - AquaModels

Last updated: 6.4.2026

Below are the terms and conditions for commission work by Amelia Roberts of AquaModels. You must agree to these, before any repairs, sculpting or paintwork commences.

PAYMENT

1. Made in **Full (PIF)** or through **Time Payments (TP)**.

^ Deposit is required for time payments - minimum of \$50 AUD.

2. All payments are **non-refundable and non-negotiable**.
3. Prices are all listed in Australian Dollars (AUD). International buyers are responsible for any currency conversions and fees.
4. Methods for payments include **PayPal** or **Bank Transfer** (Australian clients only).
5. No refunds or returns accepted.
6. All funds cover time, labour, and materials used.
7. Upon completion, the remaining balance must be paid within 14 days. The finished model will be posted after full payment.
8. If personal circumstances, I'm willing to discuss reasonable time frames for payment/s, however you must inform me in advance.

TIMEFRAMES

- There is **no specific timeframe**.
- Depends solely on the complexity of the commission and time of year.
- Estimated time of completion anywhere between **2-12 months**.

GENERAL INFORMATION

1. Commissions are not accepted if I'm not confident as an artist to complete the model accurately and to a high standard.
2. Please note* For portrait commissions, I do my best to match references, however some colours, patterns or complex markings may not be replicated to the exact degree.

^ Replication is difficult, so please be patient.
3. Progress photos will be provided at key stages of the commission to confirm you're happy with the results, before proceeding.
4. Requests for drastic changes - e.g. repainting - additional fees will be applied.
5. I will post publicly with progress and final photos of your model on my social media platforms. Please inform me if you do not wish for photos to be shared during progress.

COMMUNICATION

- Buyers must keep their contact information up to date.
- If I've messaged you and have not heard back within 14 days, I have every right to withdraw the model and sell it forward. You are expected to respond in a timely manner via email. Instagram or Facebook Messenger.
- Communication is the **Buyer's responsibility**.

MODELS AND MATERIALS

1. Models must be supplied by the buyer.

^ Under abnormal circumstances, you may be able to select from my available stock in the studio at an additional cost.
2. I am able to purchase models from Australian suppliers who offer Schleich, Collecta and Breyer models (all scales), and have them shipped directly to me. Cost of the model and shipping is an additional cost and will be added to the commission total.
3. Basic prepping is included in the commission price, however an additional cost will be applied if any extensive or further prep / repairs are needed. You will be informed if there are any additional costs involved.
4. Repairs - I'm not a professional restoration artist, and will only take on what I'm comfortable with repairing. Please message me directly for any repair work*

SHIPPING AND CANCELLATIONS

1. **Not included in commission price** - shipping will be calculated on completion.
2. Models are shipped from Australia and carefully packed with muslin, bubblewrap and additional fillers (packing peanuts or shredded paper) to avoid damage.
3. **Tracking is included** - Insurance is optional and strongly recommended.
4. Signature upon delivery can be added at an additional cost.
5. Shipping is at the buyer's own risk. Once the model leaves the studio, I am not responsible for the loss or damage during transit.
6. If you have any concerns, please don't hesitate to message me.
7. As for **cancellations**, it depends on the progress of the commission.

^ If the buyer cancels before work has begun, no fees apply.

^ If the buyer cancels with the model about 50% complete, I'll charge 30% of the commission price as a cancellation fee.

^ For models almost complete, a 60-90% fee will be applied.
8. If the buyer does not organise return shipping within 21 days of cancellation, I reserve the right to dispose of the model to recover unpaid fees, materials and storage costs. Failure to respond after completion, a final notice will be sent out and if no response is received within a week after the 21-day period, the commission will be abandoned.
9. If I'm unable to complete a model - e.g. not within my skill level - then the model will be returned to the buyer in its current state, and payment (minus deposit) will be refunded.