

HADES' CAVE

TERMS OF SERVICE - JUNE 2025

It's the client's responsibility to read and understand the terms in this document before making any payment. This document will be sent through email/social messages and later attached to the PayPal invoice. By paying the invoice, the client automatically accepts and agrees with the terms in this document in their entirety.

- You must be **18 years of age** or older to commission me or buy products from me. If during the order process, the client is found to be under the age of 18, the order will be cancelled and a refund will be provided where possible.
- The client will have to acknowledge that orders are worked on by only one person who also has a full-time job as a video editor for a company. This plays an important role in the matter of waiting times, and unexpected emergencies, heavy work days and sickness may occur at any time and lead to delays. Due to this, while I may complete the order by a certain date if asked within a reasonable amount of time, **I can NOT guarantee I'll be able to meet deadlines**. Any setback and delay will be promptly communicated to the client.
- The client also has to acknowledge that **I'm not a sartorial professional** and that my knowledge and skills are limited to what you can see me post online. Before placing an order, the client will be encouraged to thoroughly discuss any customisation option they may desire for the project, so as to ensure it's within my skill level. If the project exceeds my abilities, I suggest that you contact a fursuit/prop maker with a higher skill level.
Also keep in mind that, due to **me being a hobbyist**, the quality may not be at the top. I always try to deliver solid products in structure, **but the aesthetics could have some flaws**, such as visible internal seams, asymmetries etc.
- Communication with the client can be done through the following platforms:
 - Email
 - Telegram
 - Twitter
 - Instagram

Any and all messages of feedback **will be considered valid** for the continuation of the order process. If you need something changed, it's important that you mention it as soon as possible, as edits and changes in the project down the line might result in additional fees or, if beyond my abilities, even cancellation and relative refund.
- I will be providing WIPs in the form of photos and videos as I work on the project, with frequency depending on the amount of progress or necessity of feedback.
- Depending on the project and specific case, I may be able to work with materials provided by the client themselves, which will reduce the final cost of the project by the value of the materials themselves.
- I accept payment via **Paypal (through invoices)**, **Revolut** and via private orders through **Vinted** (which offers cheaper shipping options tied to pick-up points, but also offers client protection for an extra fee against lost packages). **Bank transfer** is available **only in Italy!**
- After the order has been confirmed, I will be sending reminders throughout the next couple of weeks (2-3 WEEKS MAX), and **lack of payment** within that timeframe will result in the order being canceled. When you make the payment, **please send me a message** or email to

confirm it, as notification systems may be unreliable at times.

- In the case of orders between €100 and €400, **50% of the total amount will have to be paid upfront** as down payment in order to cover the material cost. Keep in mind that down payments are NON-REFUNDABLE.
- In the **case of missing payment** for custom keychains and other orders below €15/piece, the products in question **will be sold** to third parties.
- Keep in mind that I work near **parakeets**. Each order will be machine-washed before shipping, but please note that I cannot guarantee adequate decontamination in case of allergies.
- If a **project is cancelled** after work has been started, the product will be completed with alterations to the original design and **sold as premade**.
If the order has been completed already but the rest of the payment has not been made by the time of cancellation, the product will be sold as premade without alterations to the original design.
- Currently **I can ensure shipping only within Italy and the European Union**. Shipping to non-EU countries that are still on European territory may be possible, but details will have to be discussed **before the order is placed**, as there might be logistical issues and higher shipping rates.
- I'm not responsible for customs holds, additional fees and lost/damaged packages during transport (in which case the responsibility is on the shipping service that handled it).
The client is responsible for customs holds and fees applied in their country of residence.
Please get informed about your country's laws on the matter BEFORE placing an order.
- All shipped orders will have a tracking number and the shipments will be handled through the platform <https://www.truckpooling.it/it> , which deals with a number of different couriers. The choice of the most appropriate courier and shipping option will be taken in agreement with the client's preferences.
- Please let me know when the package is successfully delivered!
- I always strive to create durable products, from the materials to the creation process. **I offer a 4-months warranty** on repairs (ex. thread repairs, broken zippers, glue detaching).
- Damages caused by negligence are NOT covered by warranty (ex. untreated stains, heat/smoke damage, mildew/molding, tears and holes in the fabric due to improper use, stains from usage in dirty environments, improper storage or cleaning, attempts at DIY fixes and repairs, etc). Please refer to the **cleaning chart** sent with the order.
- While **I allow the usage of my products in sexual situations** and I do not have any moral issue with it, the warranty will be automatically voided due to hygienic concerns (sorry).
- I'm not responsible for damages and injuries caused by mishandling of my products
- The pawpillows&pawbag pattern is made by <https://www.kloofsuits.co.uk/>

WHEN ORDERING FROM ME, PLEASE KEEP IN MIND:

I do not condone acts of homophobia, racism, transphobia, pedophilia, zoophilia and violation/denial of human rights.

On account of this, if any of our clients are actively engaging (posting, sharing, following or otherwise engaging, be it on their social media or in person) with material that is included in the aforementioned categories, I reserve the right to:

1. remove them from all groups (Telegram or otherwise) dedicated to my clients
2. reimburse the order accordingly to my TOS before
3. remove them from support services dedicated to my clients
4. publicly dissociate myself (if necessary) from the individual in question
5. stop following the individual in question and stop sharing their posts that include my videos
6. (in extreme cases) remove any and all references to the work done for the individual in question from my socials and website

TOS based on <https://succulentsuits.carrrd.co/>