

TOS may change, affecting all commissions, past, present, or future.

- A non-refundable 30% deposit is required to guarantee your spot in the queue. This deposit will be deducted from the total cost of your custom order. No work will commence until the deposit is paid in full.

Payment in full is required before the rug can be shipped. If payment is not completed when the rug is finished, it will remain in my possession until paid. If I don't receive updates or replies about the payment, you will have 3 months to reach out. With open communication, I will allow a grace period of 6 months. After this time, I will have full ownership and the right to resell.

- Turnaround time depends on the queue and personal happenings. Please be patient and contact me for questions. If for any major reason, there are delays I will keep you updated.

-NOTE: keep in mind that HEX# colors may not EXACTLY translate over to yarn colors but we will search all our sources for the closest color with client input and approval every step of the way before the material gets ordered.

- Once a deposit is paid I will get started on putting the design together, approval will be needed from you before the rug can be started. If any changes need to be made to the design you will need to let me know before you approve it, once you give me a thumbs up, no other changes will be allowed.



-Pre-made original designs are allowed only with the original artist's approval and proof of approval or contact so I can confirm. Fan art, cartoons, anime, memes, etc are also allowed. Any custom designs I create or collaborate with [@/sadberrybunny](#) will be unique and never recreated again.

-If you plan to place your rug on the floor I always suggest setting them somewhere with low to no foot traffic and moisture. Hand-made rugs can only be spot-cleaned with warm water and a towel. Once the rug is shipped feel free to reach out with any questions, but I cannot guarantee the life span of your product if chosen to place in high-traffic areas.

- The maximum refund amount is 70% of the total for a rug that has not been started. If the rug has been started, it will affect the refund amount you will be eligible for.

-Returns and refunds are dealt with case by case. If you wish to return your product for a 40% refund please contact me and it will be handled accordingly depending on the case. If I accept a return case I will not be responsible for any shipping costs.

-Once a deposit is paid you are agreeing to my terms.

Updated

4/4/2024