

TERMS OF SERVICE

Welcome to "*The Wishes Room*"! We are glad to see you here. If you're interested in our commissions, please **read this document carefully.**

Remember, when you commission us in any kind of way, **you are accepting our terms of service below.**

Including, you **won't request any Paypal chargeback.**

Any statement **can be bound to change if it's discussed with the artist,**
prior to the commission.

I - GENERAL INFORMATION

- Be sure to **read and follow the T.O.S** and ask us if you have any questions. If you don't read them or fill the proper questionnaire, we have the right to decline your commission.
- **Fill** the "*Looking for...*" proper **questionnaire** for your commission (normal commission needs the "*Looking for Commissions?*" questionnaire to be filled, and Sheets need the "*Looking for Reference Sheet?*" questionnaire)
- Write **every information** you think we need for your commission in a clear and nice way. **As much detail** you provide, it will be more possible that the work fits with what you had in mind.
- If you **pay before** we confirm you have a slot reserved (we've sent the "to do list" with you there) it will be considered as a **donation and won't be refunded.** You'll have to pay the whole price again when you've received your confirmation.
- Every information you don't provide or forget to mention allows us to use our imagination to complete the picture as we think is better.
- Provide clean references (character sheets, other pictures, etc).
- **Do not describe your character** physically as the only reference, we **only work** with **drawing references.**
- Any kind of **hurting or harmful** commission will be automatically rejected. That meaning, any kind of commission in which theme or visuals might be uncomfortable, including nsfw.

II - PROCESS

- First, to ask for your piece of art, fill the proper form to provide us the information we need for your commission.

- You will receive a mail from us telling you if your order is included in our list.
 - Check the 'TO DO LIST', you will be there. In case you are not there when you check it, let us know please.
- If you pay by [PayPal](#)
 - Send us your paypal account (email related to your paypal)
 - We'll send you an invoice via Paypal.
- We'll start your commission as soon as we can (we have more work to do apart from the commissions)
 - Depending on several factors, time might increase (complexity, work, school, family issues...). We will be updating the progression but, in case we need more time, we will let you know by email.
- There's an extra option in the questionnaire about your concerns of us working on your commissions in Stream so, if you want to keep your commission as secret (for example, it is a gift and the person destined is following our streamings) just click if you accept it or not.
- You will receive a Sketch first and this is the only time you have to change/add something. If you want to add/change something after the lineart, we will charge an extra payment (except it's our fault)
- Once we have the work done we will send you the original file (with bg transparent if it's needed) in full resolution by email.

If any issue, you will be notified as soon as possible.

🌐 III - PAYMENT 🌐

- All commissions must be paid fully upfront, which means only one transaction before we start. Be sure to have everything clear in your order before paying, every change after payment will come with a fee.
- You'll have 48h to pay after we send you the invoice, after that your commission will automatically be canceled, therefore be sure to have all the money available before asking for your commission. Let us know if you have any kind of problem.
- The **only** currency accepted is **EURO**. Our prices are in €, please use a currency converter.
- By commissioning, Us you allow us to upload your commission to our portfolio (Instagram page, dA, Pixiv...). In case you don't want to see your commission in our social media, please let us know.

🌐 IV - CUSTOMER SATISFACTION 🌐

You can change your mind about what you are commissioning, but **changes, adds, specifications** you would like us to do **after the payment** will have an **extra fee** and

you could only ask for them after payment when your commission is on **Waiting or Sketching process**.

Make sure what your change aim is and check → ["TO-DO LIST"](#) ← beforehand.
We won't accept big changes: such as an outfit change, outfit addition or subtraction, background change or anything that makes us have to redraw it completely.

However, after a **commission is finished** we will not **change anything** unless there is a mistake made on our behalf (e.g. misread description, missed a detail, etc) we will correct it free of charge, unless you didn't express correctly what you wanted in the note or didn't specify something, in this case, we won't change it.

V - COPYRIGHT / USAGE POLICY

We (the artists) hold every right to the produced drawing, not the commissioner.

Therefore, **we are allowed to use the copyrighted** artwork to;

Promote ourselves in any place or site.

Publish books with.

To display it anywhere to our liking.

Post it wherever we want.

The commissioner is allowed to;

Use the copyrighted artwork for personal use only unless agreed otherwise.

Print the art, and claim the right of their character(s) but not the drawing itself.

Use the art to promote themselves, with proper credit given to the artist.

If you break the copyright infringement in any way, every right you had to the drawing will be retracted.

The following is considered Copyright infringement:

Use the artwork without crediting.

Reproducing/using the copyrighted artwork commercially. (Meaning making money of it in any way)

Taking Credit for the creation of the artwork.

Removing any watermarks/signatures.

Altering the artwork without the artist's consent.

Rendering our work or allow someone to do it.

🌐 VI - CANCELING/REFUNDING POLICY 🌐

We have the right to cancel and refund the money for your commission at any time.

You have no right to cancel or demand a refund from the artist under any circumstances after payment has been received.

If money has not been sent yet, the commissioner has the right to cancel the commission.

If you didn't pay us in a week, and we don't have any news about you, we will take that as a try to cheat us, so your name will be added to our "black list" and we will not accept a future commission from you. Also, publicly will be posted everywhere we want to for others to watch out for.

We also have every right to file a complaint, and we have all the right to the money you have given us.

If you file a chargeback against us, your right to everything we have ever made for you will be retracted, and we have the right to sell the copyrighted artwork to new buyers.

Any statement can be bound to change if discussed with us, the artist, prior to the commission.

🌐 VII - IMPORTANT ADDITIONAL INFORMATION 🌐

- *We won't start your commission until your payment is received.*
- *You are purchasing a digital file (png, jpg...) that will be sent to you.*
- *We will show you a previous sketch. That's the only moment you have to add/change something or if there's something you need to clarify us from the picture.*
- *We will send you the full resolution picture, but the "The Wishes Room" signature will remain on it.*
- *We reserve the right to submit a smaller copy of the work in our gallery filled of the proper watermark. This copy will also be provided to you in case you need to submit it somewhere else (always crediting us).*
- *If you want to order an illustration for commercial use, it will be a way more expensive. The following cases are considered commercial use:*
 - *Reproducing and selling the artwork.*
 - *When you receive profit in the medium where you're using it and/or as a way to get attention (like Patreon, YouTube videos, banner of personal site, business cards...)*

- *We reserve the rights to vary prices depending on the level of details you want on your drawing (the more time we expend, the more increases).*
- *We reserve the right to cancel your order if you have been proved troublesome in any way.*