

Virtual Zero - Terms of Service

Updated March 2021

By requesting a commission or purchasing a premade piece, you verify that you have read and agree to the Terms of Service below.

Please read carefully; this is our contract.



Accepted Requests >>

Note: some request types will have a limited availability



I Will:

- Safe For Work [SFW] and Not Safe For Work [NSFW] art requests are OK
- Furry/Anthro and feral are what I prefer, though you can ask about something different
- Reference sheets
- Design custom characters
- Fetishes, kinks, gore, etc. are OK - just ask!
- Work with your budget to determine something you're happy with



I Will Not:

- No children/child-appearing characters
- Incest, anything relating to a hate group, or hate art of characters or people.



Important:

- By commissioning/purchasing anything NSFW you agree you are 18 years of age or older
 - If there is any doubt about your age at any point during an NSFW transaction I will ask for some proof of age/identification
 - If you cannot provide reasonable proof of age of majority I will not complete the request and you will not receive a refund of any payment made
- You can ask for any subject matter not banned above but I reserve the right to turn it down if I don't feel comfortable with it
- I have the right to refuse work for any reason
- I have the right to stop working with you at any time after a warning is given
- If a request is outside the scope of what I can offer I am happy to work out alternatives
- For guaranteed privacy in keeping a piece off my media profiles or portfolios an additional fee may be requested

Contact Info >>

>> Work Week: Monday through Friday [Sat & Sun off]

You can contact me any time, just be aware these are the days I will most actively be looking! I prioritize email response over websites like FurAffinity, Furry Life Online, or Twitter, but those are also available contact methods.

>> Email Address: VirtualZeroArt@gmail.com

>> FurAff/FLO: [VirtualZero](#)

>> Twitter: [@Virtual_Zero](#)

Suggested subject: Commission request - [your username] - [style detail]

The Process >>

Starting Out:

- "Hi" is a great way to greet someone but doesn't tell me a lot about what you're after, so please include some information about your request up front.

- Example: "Hi! My name is [Zero], I was hoping to discuss a commission. I would like a [flat-colored] [half-body] of my character [with very quick description]. Can you do that/[whatever question]? You can get in touch [place 1/place 2/etc] at [time or day]. Thanks!

- Questions are appreciated! Just please be clear if you are unable to afford a purchase or not planning on setting up a commission, so I can best answer and meet everyone's needs.

- Email is the best way to make sure I get your message. Secondary acceptable contact includes notes on FurAffinity, Furry Life Online, or Twitter DMs. I'm glad to get a message on any of those, but I don't check every site every day so they're lower priority.

- When you contact me, make sure you let me know how to get in touch with you and what times work best - I don't want to have to delay your piece and I'm sure you don't want to wait extra time either just because it was hard to reach each other.

- If you are unavailable to discuss the project, please just let me know and give an alternate time that you can set aside to talk or get an email back to me. This way I can keep working smoothly in between communication.

- I can help guide a piece but it's ultimately your vision. If more extensive conversation about it is needed [such as when designing a custom character for you] there may be additional costs for time spent working out details.
- You must provide at minimum one clear reference piece or sheet of your character for most commissions. A written description is appropriate only for a custom design or reference sheet.

Working and Updates:

- You understand and agree that some style variations may occur as a part of the custom nature of the pieces and the fact that art is a continually-evolving practice.
- When I send drafts for approval, please give clear feedback on whether you like it and what changes it needs - this is your chance to speak up and make sure the details are right. No significant changes will be accepted once the final draft is approved.
 - If the draft isn't approved within 72 hours of sending, the project may be put on hold and bumped down the priority list.
 - If no communication is received after a week without notice beforehand, I will end work on the project and no refund will be given.
 - Abandoned pieces are still eligible to be finished, but may incur additional fees.
- When I begin work on your piece I will let you know by whatever contact information you gave when discussing details.
- If you are concerned your piece got lost somewhere feel free to reach out, but please be mindful and don't send several messages in a row.
- Typical turnaround is 7-10 business days depending on work volume. However, pieces will take a varying amount of time based on proof approvals and complexity so I will not set hard deadlines for completion. Please be aware of this and take it into account when asking for a custom piece.
- Any significant delays or life circumstances preventing me from completing current work will be posted on social media. If your piece is going to be impacted I will make an effort to contact you via the information you provided and let you know ahead of time.

After finishing:

- I will send confirmation of completing the piece and a watermarked low-resolution proof.
- High quality full-resolution pieces will be made available via a google drive link as soon as full payment has been received. Alternate delivery methods are available on request.
 - Note: Pieces will be kept uploaded to google drive for up to 2 calendar weeks; afterward they may be cleared off to reserve space. You can contact me if you require another upload but it will be subject to my availability.
- Watermarked and/or lower-resolution pieces may be posted on my various media profiles to showcase my work unless the request to be unlisted was previously agreed on during the initial discussions.
- The purchased piece is for personal use only. You aren't allowed to sell it or reproduce it unless otherwise agreed, which may be an additional fee.
- You are allowed to print it out yourself for personal viewing, use the piece as a desktop/phone background, or similar private use.
- You are allowed to post the piece to your own media profiles and/or use as avatars/icons as long as the artist signature is intact and credit listed unless we have agreed otherwise.

PAYMENT >>

- All prices are in USD unless stated otherwise.
- Payment is processed primarily through PayPal Invoices unless a different method is agreed.
- Total estimated cost and any specific holding fees will be provided before beginning.
- Upon receiving the first agreed-upon invoice, all following payment rules apply.
- Payment plans for purchases \$60 and above are available upon request. During initial discussions a new timeline for payment can be discussed and may be agreed upon in addition to these existing rules.
- Payment plan agreements prior to beginning the piece will take precedence over the standard timeline outlined below.

- 50% of total quoted cost *or* a previously discussed holding fee is due up front to begin sketch work.

- 50% of total quoted cost is due at the time of the first sketch proof approval.
- If payment has not been received within 72 hours of the proof being sent, the piece will be put on hold following previously-stated update guidelines.
- If payment has not been received within one week of the proof being sent without prior agreement, I will end work on the piece and no refund will be given.
- Example: A piece costs \$120 total. We agree on a \$20 holding fee, which is paid. When the first proof is sent, \$40 more [for a total of \$60] will be due. If we agree on a different payment plan up front, the payment plan takes precedence.

- After the final proof has been approved, payment is due in full regardless of whether you intend to use the finished piece or not, as I will have completed the work agreed upon.

- Sale prices will be clearly indicated on the pieces offering it - in these cases, separate terms may apply which will be made clear before purchase.

- The prices set are based on the time and effort spent on a piece. Please be respectful of this - you are under no obligation to set up work if you are unhappy with or unable to afford the cost.

- In the event that a piece is abandoned and left unpaid, you will not be barred from further commissions under the conditions of:

- The abandoned piece is the first and only offense, and
- The remaining amount owed is paid before any new commission is taken

REFUNDS >>

- Cancellation refunds are only available until the second or final proof has been approved - whichever is first.

- Before the first proof is approved, a refund will be provided equal to the amount already paid, minus a 20% cancellation fee.
- Example: You have paid \$50 and cancel the project when provided with the first proof. Your refund will be \$40.
- After the first proof is approved, no refund will be provided of the amount already paid. No further payments will be requested.
- After the final proof has been approved, payment is due in full.

- If a payment is sent in error and you require a refund, 25% of the amount you need refunded will be applied to the final total as a fee for the time loss and PayPal fees generated.

- Example: You sent a \$40 payment early by mistake and need a refund. I will refund the payment, and \$10 will be added to the final total price due before I hand over the files.

- You are not entitled to a refund and one will not be provided if:
 - The terms of service above have been violated, such as:
 - A minor attempts to commission or purchase NSFW or marked 18+ content
 - A piece is “abandoned” [no payment or reply to proofs as outlined above] without notice
 - The final proof on a piece has been approved
 - I have chosen to end work following a warning for client conduct
 - You are dissatisfied with the time taken to finish a commission
 - You are dissatisfied with the final product after all proofs have been approved and the resulting changes applied to the work
 - You decide you will not be using the piece for whatever reason and did not cancel the project according to the timeline given above

- You agree that if there is an issue with payment or delivery of art we will discuss it directly within 7 days of the issue’s occurrence in order to correct the issue.

- You agree that you will not for any reason dispute a charge via PayPal, bank, or whichever payment method was agreed on.
 - If a dispute is filed to reclaim payment owed for a purchase, I can and may contest it per this agreement regardless of the percentage of work that has been completed.
 - If a dispute is filed to reclaim payment owed for a purchase, work will be halted immediately and no refund offered.
 - If a dispute is filed to reclaim payment owed for a purchase, you will be denied future commissions or purchases.

- I may offer a refund in the event that I am unable to complete work for my own reasons, and will contact you to discuss the situation and determine an appropriate refund percentage at that time. There is no guarantee a refund will be processed.

SPECIAL CASES >>

Special terms and conditions may apply; in conflicting instances the rules posted in the individual adoption/custom listing will take priority.

Adopts:

- All sales are final - no refunds offered
- Payment must be sent within 24 hours of the invoice or claim agreement
 - In the case of pieces over \$60 a payment plan may be worked out
- Full-size final image(s) will be provided on payment completion
- Credit me for the design when using publicly such as in profiles - I retain rights to the initial design and artwork
 - The work can be used for personal purposes such as character avatars or profiles, not commercial profit or reproduction
 - You may make moderate changes to a purchased adoptable design as long as it remains recognizable as the original piece
- You may resell my adopts and transfer ownership under the conditions that:
 - I am given full initial design credit
 - The price you charge is not more than you paid for the adoptable plus the cost of additional art of the adoptable bought since purchase from me
 - You no longer claim ownership of the adopt once files have been sent to the new owner
- As stated above, you agree that you will not for any reason dispute a charge via PayPal, bank, or whichever payment method was agreed on.
 - If a dispute is filed to reclaim payment owed for a purchase, all rights to the adoptable return to me and you cannot claim ownership or use the art in any way

Custom Design, Auction, or YCH:

- All sales on Your Character Here [YCH] offers are final - no refunds offered
- All sales on Auction bids are final - no refunds offered
- 50% deposit or agreed holding fee for YCH and auction pieces must be sent within 24 hours of the invoice or claim agreement
 - In the case of pieces over \$60 a payment plan may be worked out

- If payment is not sent or a payment plan agreed on within 24 hours the piece will be given to the next highest auction bidder or next in line for a YCH slot.
- Repeated failure to communicate delays or work out a payment plan may result in blacklisting and becoming ineligible for future YCH or Auction slots
- Full-size final image(s) for all sales will be provided on payment completion
- Custom designs and reference sheets are subject to standard commission ToS listed above.
- Custom designs and reference sheets are some of the few pieces where I accept text description and art of other characters to provide reference for the final work
 - A piece counts as a “custom design” when there is no existing full-character art reference to use to create my piece, because I must fill in missing design elements based on description or reference of related content
- Credit me for the design when using publicly such as in profiles
 - The work can be used for personal purposes such as character avatars or profiles, not commercial profit or reproduction
 - I retain co-creation rights to the initial design and artwork on custom designed characters

Thank you for reading, I appreciate your support and look forward to working with you!