

# Terms of Service

For handmade leather items.

## About the Artist

Cairo Steele is an artist and leathercrafter working out of Virginia. He designs and creates a variety of leather items that are both functional and stylish. Unless otherwise stated, all works and designs are created entirely by the artist. Cairo Steele does not tolerate derogatory language, hate speech, sexual advances, spam, or roleplay, and reserves the right to cancel or deny service for any reason. **All clients must be 18 years of age or older.**

## Custom Orders

### Measurements

Accurate measurements are crucial to ensure a comfortable fit on custom items. For the best results, use a fabric measuring tape and wrap it snugly, but not tight, around the circumference of the intended bodypart (neck, wrist, ankle, etc). If unable to find a fabric measuring type, a string can be used and then measured against a straight ruler.

### Changes

Changes to a piece are limited to the design phase. Once construction begins, alterations are only available on a limited and case-by-case basis.

### Colors

With rare exceptions, all pieces are hand dyed in-studio, and as such, some color variation is unavoidable. For matching pieces, it is recommended that the order be made as a set, so that all pieces can be dyed simultaneously in the same batch. Colors can be matched to existing pieces, but may have some variation in color.

### Quotes

After submitting a quote form, the client should be contacted via email within 2 business days. The quote will include the cost of the piece(s), shipping, and taxes. **Any international import and customs fees will not be included, and are the responsibility of the client upon delivery.** Quotes are valid for 60 days. If the client wishes to proceed with the order after 60 days has passed, the quote will be reassessed and the price adjusted accordingly.

## Turnaround

All items ship within 4-6 weeks of completed payment, unless otherwise stated. Rush orders available on a case-by-case basis and at extra cost. Occasionally, there may be delays due to outside factors, such as material deliveries. In the event of a delay, the client will be notified as soon as possible and given a new timeframe.

## Premade Sales

Premade items are sold as-is. Please check the details of the item for sizing. Some items with minor cosmetic defects are sold at a discount- these will be noted in the description of the item. Premade items will only be shipped once payment is made in full.

## Payment

All payment is managed through PayPal invoices. Please note, you do not need a PayPal account yourself- just a debit/credit card and an email address.

All payment must be made in full before work will begin.

Payment plans can be negotiated on a case-by-case basis. A deposit will be required to reserve your spot in the queue and begin the design phase. **No physical work will begin until the piece has been paid for in full.** If the client fails to make a payment within 3 business days of the invoice (or otherwise agreed upon date), the commission may be canceled without refund. Failure to pay may bar a client from future work, at the artist's discretion.

## Payment Plans

Payment plans are available upon request for commissions totaling \$350 or more, with a *nonrefundable* deposit of 25% or \$100, whichever is greater. The exact terms of the payment plan are negotiable based on the total price of the commission and the needs of the client. Payment plans guarantee a spot in the work queue: physical work on the piece will not begin until the piece is paid in full.

## Refunds and Cancellations

Refunds and cancellations will be managed on a case-by-case basis. If any work has begun or supplies purchased, only a partial refund may be given. If a piece has been completed but not yet shipped, only the cost of shipping will be refunded, and the piece may be sold, auctioned, or used for promotion at the artist's discretion.

If the item is lost during shipping, the client can be refunded OR the piece remade if the client covers shipping on the new piece. If the shipment has been marked as delivered, no refund will be given for any reason.

## Shipping

All orders are shipped via USPS Priority Mail, and include tracking and insurance. Signature confirmation is available upon request. **For international orders, any import taxes, customs fees, etc are the responsibility of the client.**

## Damages

All leather items are considered water resistant, but are *not* waterproof. Do not submerge any item in liquid. Due to the handmade nature of these items, some dye bleeding or rub-off may occur. The artist is not responsible for any damages caused by their products.

## Copyright

Any work created by Cairo Steele is copyrighted to the artist and may be used in advertising, portfolio work, or as a template for future work. Any designs created by the client, or using a client's personal character or art, will not be reused for future pieces unless written consent is given by the client.

Clients are allowed, and encouraged, to share their commissioned work on any platform with credit given to the artist. Cairo Steele's work may **not** be used for monetary gain, AI art generation, or NFTs, under any circumstances.

## Photography Rights

Cairo Steele retains the right to photograph any work done, for use in advertisements or portfolio work. Only the client has the right to repost said photography for personal use. Cairo Steele's photography may **not** be used for monetary gain, AI art generation, or NFTs, under any circumstances.

## Confidentiality

Personal information such as full names, shipping addresses, and email addresses will remain confidential. The artist may post progress photos or livestream work on social media, unless otherwise agreed upon. When posting in-progress or completed works, the client may request to remain anonymous.

## Gifts and Private Commissions

Private and delayed-reveal commissions (where the work is not posted at all, or only posted after a specific date, i.e. for gifts) **must** be negotiated during the quote phase, before any payment is made.

## Inquiries

For a quote on a custom leather piece, please fill out the [quote form](#).

For questions and other information, please [contact me](#).

## Disclaimer

I reserve the right to refuse a commission for any reason.

I reserve the right to use your commission in my own galleries, portfolios, and to promote my work. Private commissions must be negotiated in advance.

Inappropriate behavior, including harassment and sexual advances, is grounds for me to cancel your commission without refund.