

PENPENS CUSTOMS

Terms & Conditions

Thank you for supporting my small art business! Each PenPens Customs card/poster is individually designed and handmade from start to finish. Please read the following terms before placing your commission.

1. COMMISSION & CUSTOM ARTWORK

Each custom card is individually hand-drawn, hand-colored, hand-cut, and assembled.

Depending on the commission, artwork may include:

- Pets
- Anime characters
- Custom/non-anime designs
- Other ideas discussed and approved with the artist

Because each piece is handmade, **minor variations, imperfections, and differences from reference photos may occur**. These are a natural part of handmade artwork and contribute to the uniqueness of each card.

The customer is responsible for providing clear reference photos and accurate descriptions of their requested design.

2. PRICING & PAYMENT

- A **50% deposit is required before work begins**.
- The remaining **50% balance is due once the card is completed and before the order is shipped**.
- Accepted payment methods: **Venmo, Zelle, and PayPal**.
- Additional charges may apply for additional characters/pets, significant design changes, or requests outside the original scope of the commission.
- A final quote will be provided before the commission begins.

A commission will not be started until the 50% deposit has been received.

3. CANCELLATIONS & REFUNDS

Before Work Begins

A cancellation may be requested **before work on the custom artwork has begun**. If approved, the customer will receive a full refund of their 50% deposit.

After Work Begins

Once work on the custom artwork has begun, the **50% deposit becomes non-refundable** because it covers time and materials invested into the personalized commission.

If the customer cancels after work has begun but before the card is completed:

- The initial 50% deposit will be retained.
- The remaining balance will **not** be charged.

After Completion

Once the custom card has been completed, the remaining balance is due before shipment.

Completed custom cards are not eligible for cancellation or refund.

Artist Cancellation

If PenPens Customs is unable to complete a commission, the customer will receive a **full refund of all payments made**.

4. ARTWORK APPROVAL & REVISIONS

A rough sketch may be provided for approval before the final artwork is created.

Customers may request reasonable changes during the sketch/approval stage.

Once the artwork has progressed beyond the approved concept, significant changes or complete redraws may require an additional fee.

Please review your sketch carefully before approving it.

Approval of the sketch indicates that the customer is satisfied with the general composition, characters, poses, and requested design direction.

5. TURNAROUND TIME

Each card is individually handmade and requires time for drawing, coloring, cutting, assembly, and calligraphy.

Processing

Please allow approximately **5 business days** for your card to be completed before shipment.

Shipping

Orders are shipped via USPS. Delivery times may vary depending on the selected shipping method and USPS processing.

Estimated delivery after shipment:

Standard Shipping: approximately 3–5 business days

Estimated total turnaround: approximately 8–10 business days from the date the commission is placed.

Turnaround times are estimates and may occasionally be affected by circumstances outside the artist's control.

6. SHIPPING

Once an order has been shipped, PenPens Customs is not responsible for delays, loss, theft, or damage caused by USPS or other shipping carriers.

Customers are responsible for providing an accurate shipping address.

7. FINAL BALANCE & SHIPMENT

The remaining 50% balance must be paid **before the completed card is shipped.**

The completed card will not be shipped until the full balance has been received.

A shipping confirmation will be provided once the order has been mailed.

8. CUSTOM MESSAGES & CALLIGRAPHY

Custom cards may include a handwritten calligraphy greeting or message inside the card.

Examples include:

- Happy Birthday
- Happy Anniversary
- Happy Mother's Day
- Happy Father's Day
- Congratulations
- Thank You
- Thinking of You
- Other approved messages

Customers are responsible for reviewing the spelling and wording of any personalized message they provide.

9. COPYRIGHT & PERSONAL USE

Your purchase includes **personal use of the finished artwork**. You may enjoy, display, gift, or use your purchased card for personal purposes.

Copyright and ownership of the original artwork and design remain with the artist, PenPens Customs.

Purchasing a custom card does not transfer copyright or ownership of the artwork to the customer.

Commercial use, reproduction, resale, redistribution, or other commercial rights are not included unless separately agreed upon in writing.

PenPens Customs may photograph or display completed artwork for portfolio, promotional, or social media purposes unless otherwise agreed upon with the customer.

10. CUSTOMER RESPONSIBILITY

By placing a commission, the customer agrees to:

- Provide accurate reference photos and instructions.
 - Review and approve the proposed design.
 - Provide accurate shipping information.
 - Make payments according to the payment schedule.
 - Understand and accept the handmade nature of the artwork.
 - Read and agree to these Terms & Conditions before the commission begins.
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11. COMMISSION AVAILABILITY

PenPens Customs currently accepts a **limited number of commissions per two-week period**.

Commission slots may close once the available spots have been filled. New commission slots will reopen when the next batch becomes available.

The number of available slots may change as the business grows and production experience increases.

12. AGREEMENT

By submitting a commission request and paying the required 50% deposit, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

Thank you for supporting PenPens Customs and my handmade artwork! ♥