
TERMS OF SERVICE

CHEMICAL KITTY COSTUMES

By purchasing from Chemical Kitty (Anna Steagall) you are acknowledging and abiding by the terms of service.

I reserve the right to deny an individual service for any reason if I feel uncomfortable working with said individual.

⚠ Chemical Kitty does not support acts of homophobia, racism, transphobia, pedophilia, zoophilia or violation/ denial of human or animal rights. ⚠

PAYMENTS

I currently process payments via Paypal Goods & Services only. This is unless the purchase is done through a 3rd party app such as Etsy or Mercari, which include their own buyer protection services.

COMMISSIONS

Chemical Kitty offers custom commissions alongside pre-made costume designs. Please note that Chemical Kitty will NOT build suits of characters that you do not have the rights to, which includes copyrighted characters/ designs. (Unless intended for Cosplay only) You must be the legal owner of the character you want built.

I also do not replicate the exact styles of other makers. My suits reflect my own unique creative style, which can fluctuate.

- Character References

When commissioning a suit, I ask that you please have a fursuit friendly reference sheet of your character design ready. (Solid coloring, markings are clear and distinct, design is accurate to what will be reflected on your new suit.) This allows me to accurately interpret your character's colors and markings. I will work with you to provide mock-ups to ensure I have the correct design, but it is the responsibility of the commissioner to pay close attention for mistakes before approving my design proofs. Please understand that if multiple modifications need to be made mid production, that changes may be held at the buyer's expense.

This is also true for materials, I will work with you closely to choose the most accurate materials for the job and can send fabric swatches at the commissioners choice.

- Commission Notice

Please note that as a newer maker, I am constantly experimenting and improving my suits.

Fursuits are handmade artisan items that are never completely flawless. Every new suit from me will differ slightly and reflect my artistic style in new improved ways, and I will always do my best to work with you to accommodate your design preferences. Thank you for your patience.

At this time, Chemical Kitty only offers mini-partial suits. This currently excludes bodysuits, feet paws & arm sleeves

MINOR POLICY

I do not work with minors. You must be 18 years old or older, or be a parent/guardian to conduct business with me. I might ask for identification if I feel necessary. Commissioning me is a legally binding contract.

REFUNDS, WARRANTY AND PAYMENT PLAN POLICY

- Refunds

I do not offer refunds for suits under regular circumstances. Once funds have been transferred the buyer claims full ownership and the shipping is the buyer's responsibility. In the event that a customer backs out of a payment plan or transaction on their behalf, I can only offer a partial refund, minus a **\$300 non-refundable fee.** (This was your deposit in the case of a custom suit, or payment plan on an existing suit) If the suit was a custom design and had already been partially constructed, I reserve the right to alter the original design so it can be sold without your character rights.

- Payment Plans

I offer payment plans for pre-made and custom suits. The policy can be viewed here:

<https://docs.google.com/document/d/18E68lxl14OpTzhrYlvpOP14yQMCVguOwkPuJVxJA11E/edit?usp=drivesdk>

- Repairs & Warranty

At this time, I don't offer specific warranties on suits. If it is within the first year of your purchase, I can offer some minor free repairs + shipping costs.

To inquire about larger repairs or maintenance outside of this time frame, you can contact me directly for a quote.

SHIPPING

Shipping is an additional charge and is the buyer's responsibility. Selected carriers are by buyer preference. I usually use UPS as it's the most affordable option for insured packages. **I recommend that shipping is to a PayPal confirmed address, and the package is insured to the full amount.** I also offer worldwide shipping. I am not responsible if parcels are lost in transit or delivered to an incorrect address due to input errors. If you suspect the address is incorrectly entered into Paypal, please notify me immediately. Please double check your information.

Once a parcel has been placed into the custody of the postal service I no longer carry any responsibility. Any damage to occur after the parcel has left my possession is at the buyer's risk.

I am based in the US. Please understand that if shipping internationally, customs fees, tariffs and duty costs may apply and are the responsibility of the buyer. I recommend doing your own research on what fees may apply for importing to your country from the US, as I can't always guarantee an exact estimate on the costs in most circumstances. If upon customs receiving your package they decide additional costs are due, they are the responsibility of the buyer and must be paid in order for you to receive your package.