

# Terms of Service

Upon paying for your commission slot, you hereby agree to Dandelion Studios terms of service and agree to abide by our rules and regulations.

## Requirements:

- You must be 18 years or older to commission from Dandelion Studios.
- We must have a full reference of your character. (Which can be provided to you for an additional 25\$!) Artistic freedom is welcome!
- A strong duct tape dummy is required for a fullsuit.

## Due dates:

- We will give each customer an estimated time of completion. That date is subject to change depending on payment completion, how soon we receive your duct tape dummy and measurements, and where you are on our commission list.

## Payments:

- We must receive a 30% down payment in order to hold your commission slot. Work will not begin until you have paid off the full price for your suit.
- We only accept payments via PayPal
- Payment plans can be discussed.

## Shipping:

- Currently, Dandelion Studios only ships within the US.

- Commissions are shipped from UPS.

#### Warranty/Repairs:

- Dandelion Studios will do damage repairs, mistakes, and any changes for free up until 1 year after receiving the commission. You must pay for shipping, however.

#### Refund policy:

- 30% is non refundable after purchasing the commission materials. This is usually within the same week as receiving the last payment.
- We have the right to refuse service to anyone.
- If the commission is already 50% complete, you may only receive a 50% refund.
- If your commission is already completed, you are not eligible for a refund from Dandelion Studios.
- You may not commission us for characters that already exists (Disney characters, etc.), or characters who do not belong to you. We do not tolerate character theft. If we find out your character is stolen, we will stop production and you will not be eligible for a refund.

#### Other:

- We will not make mursuits (Fursuits with strategically placed holes.)
- We will provide weekly updates and progress pictures. Please do not ask for progress pictures daily.