

Frosty Furs

Freelance Fursuit, Costume, Plush, and Prop Maker
Crafting since 2014
Business since 2023

[Links to my socials + info!](#)

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Located in Maryland, USA



Foreword + Disclaimer

First, we'd like to thank you for your interest in our custom work! Please read this document in full before continuing with the commission process. Failure to read does not exempt you from these terms.

Have any questions? Please reach out!

Second, we don't do commission work for minors. You must be 18 or older to order a custom commission. We *may* be willing to work with parents of minors on a case by case basis. The parent must reach out via their social media.

Further, commissions are not on a first-come basis, and we have the right to refuse to work with anyone. We are not obligated to provide our reasons for commission refusal.

These Terms of Service are subject to change at any time. By sending payment, you acknowledge that you have read and agree to these terms *as written at the time of your commission*. Breaking these terms may result in the termination of your commission, without refund.

Allergen Disclaimer:

I own a cat! She is not allowed near commission work or in the workspace, but furs cling to me and will inevitably transfer. All pieces are cleaned, disinfected, and lint rolled before being shipped, but if you have a severe cat allergy another maker is likely a better fit for you.

Payments + Associated Information

- Payment is required in full, unless a payment plan is discussed.
 - Prices and Payment are in USD
 - Payment is available through PayPal invoicing.
 - A current email address must be provided to send the invoice.
- You will receive an email stating we have requested payment from you. Follow the link in the email, review the details, and hit pay.

Alternative payment options are available, and will be used on a case by case basis, as they all incur more risk than the invoicing system above. If you would like to pay via an alternative method, please mention this when contacting us. In general we are willing to work with you.

Payment Plans

All payment plans require a 40% nonrefundable deposit.

Payment plans are not the default, and are available on a case by case basis.

Asking for a payment plan does not guarantee we can provide that option during a specific opening - we are limited in how many payment plan projects we can take at a time.

No work will begin until the commission is paid in full. You may choose what day of the month payment falls on. Delay of more than 7 days will result in a 5% per diem penalty fee which will not count towards the payment of your commission.

The following options are available after the 40% deposit:

- 10% payment monthly, for 6 months
- 15% payment monthly, for 4 months
- 20% payment monthly, for 3 months
- 30% payment monthly for 2 months

Refunds

Once work has started, refunds are generally **not available**.

However we understand that sometimes life is entirely outside of your control. If something drastically changes during your commission process with us, please reach out. We believe in working things out with our customers.

In the event that we must cancel your commission, a refund will be provided.

Commissions terminated due to breaking the ToS will not be refunded.

Understand that even in these events, there will be a 30% non-refundable deposit which is used to purchase materials.

Communications and Process

Commission communications are available on the following platforms. Discussion must stay on one platform whenever possible. No platform receives faster updates than others, and contacting for updates across multiple platforms will not get faster updates.

- Instagram
- Discord
- Telegram

If none of these are available to you, please reach out via email.

We can work something out in most cases.

Updates and Timeliness

- We will always try to answer messages within 48 hours. If you have not heard back from us in 48 hours, please reach out again! (Any situations where we cannot follow through on this will be updated on social media/to clients beforehand or as soon as possible.)
- WIP photos and updates for commissions will be sent in abundance as they are available. Clients are always welcome to ask for WIPs/updates! Depending on schedule and workflow there may be a few days without anything to send. Long pauses on work (due to things like waiting on materials, illness, etc) will always be expressed beforehand.
- There may be steps during which we need approval or clarification from you - in these cases work will be paused until clarification has been received to ensure a quality product.

Turn Around Time + Deadlines

Quality work takes time.

We will not sacrifice our quality for quicker production.

We do our best to complete all projects as quickly as possible, and we keep a short queue. If you have a deadline it must be provided up front. Short deadlines may be charged a rush fee, and very short deadlines will likely be rejected to assure we are creating a quality product.

An approximate turnaround time will be provided with the price quote. You will be informed of any updates or delays regarding the completion of your commission via our regular communication channel.

Design Changes

Changes in the character's design must be communicated as soon as possible. Character design changes made after work has begun may require extra charges.

If you see something in a WIP that you'd like changed, it must be brought to our attention as soon as possible. We cannot change something we don't know about!

Small changes will usually not require charges. Correction to errors made by us will be fixed free of charge. Changes that go against your provided references or previous written descriptions may require extra charges.

In any case resulting in a charge you will be given the option to pay for the requested changes, or proceed with the previously agreed upon design.

Shipping

- Shipping is not included in the quoted price of an item.
 - A tracking number will be provided electronically.
- Basic package insurance up to \$100 will be provided. Additional insurance is available at the request of the client, and will be billed with the shipping cost.
- We are not responsible for lost or damaged packages. However, in these rare events we are willing to work with you to find a solution.

International Customers!

Please be aware that international orders (those outside of the United States) may be subject to Customs or import fees. These are country-specific taxes that are charged when goods are imported. All customs fees are the responsibility of the client.

Please be aware of your country's mailing laws and policies to avoid legal issues.

Repairs + Warranty

If your commission arrives with any issues, please contact us immediately. We offer a 3 month warranty

on commission items from the date of arrival to you. Please understand that your item is handmade and may have some imperfections or flaws. Please bring any to our attention upon arrival!

Some may be able to be fixed, but others may not.

Items sent in for repairs must be clean. The client pays shipping both ways.

The warranty covers issues at the fault of the maker such as; popped seams, glue adhesion issues, and loose parts.

The warranty does not cover damage incurred from misuse - these are handmade items and not meant for rough use. Attempts to repair or alter the item yourself may void the warranty.

Repairs Out of Warranty:

Repairs are available to past commission clients when the space in the queue allows it. Please reach out to ask about this, and be prepared to provide detailed photos/video of the issues needing fixing so we can put together a repair quote.

Risks and Injury

Wearing costumes that limit your vision, other senses, and movement is inherently risky! We are not responsible for any injury incurred by the use or misuse of our commissioned items.

Please be careful when performing in costume items!

Customer Conduct, Strange Situations, and Additional Policies

References + Designs

- You must own all designs submitted for custom work. We will not make copies of other people's characters for you. Fan characters of copyrighted works are case by case.
 - Clear, digital, unshaded reference artwork must be provided for the designs.
- NSFW and AI artwork are not accepted as references, and may result in a refusal of service.

Abandoned Work

- If you fail to respond to messages for a period greater than 3 months, the commissioned work will be considered abandoned.
 - No refund will be issued for abandoned work, regardless of the amount of work completed.
- Abandoned work will be modified to a new, unique design. The previous client has no rights to the updated design, even if it shares some traits of their design.
 - Abandoned work may be sold, gifted, or used in a promotional giveaway at our discretion.

Photo and Video Policy

All character rights remain the intellectual property of the commissioner, however we reserve the right to use any photos or videos that we take of commission work.

As the client, you do not have the right to use or share WIP photos that are received throughout the commission process without permission. These are the property of our workshop, and may be used in our social media posts, promotional material, or paid tutorials. You may not use any photos taken by the studio in the resale of any works.

When posting photos/videos showcasing our finished product online you must credit us as the maker. Posts found without credit will be asked to be updated or removed.

Harassment Policy

We will not tolerate harassment, bullying, or verbal mistreatment of any kind, at any time. Customers are expected to communicate in a calm and level-headed manner.

Privacy Policy

Your information is only used to complete and ship your commission, and is never shared with any advertisers. Your name and address will be shared with a shipping company as needed to ship your commission.