

Vassalex Commissions

Frequently Asked Questions

Q: What can I expect when commissioning you?

A: After I accept your commission, I will create a rough sketch based on what you've asked for. When finished, I will show you the sketch for approval, and make any necessary adjustments. Once you give your approval to go ahead, I will give you a final quote, and send you an itemized invoice for the full amount. After receiving payment, I will work to complete your commission as soon as possible.

While working on your piece, I will send you WIP (work in progress) screenshots. These are typically at my discretion, but you may ask for an update if you don't hear from me first.

I value communication, and will update you on any major delays or issues, and answer any questions you might have.

Q: How do I pay you?

A: I do my business via paypal in USD (U.S. Dollars). I will send you an invoice for the full amount after you approve of the initial sketch.

Note: You do not need your own paypal account to pay me through it.

Q: What is a commercial commission versus an individual/personal commission?

A: An *individual, private or personal commission* is buying the art piece itself. You are free to do things such as repost it with credit, use it as a wallpaper or icon, make a print of the piece to hang on your wall, or use it as customization for any personal items. Essentially anything not involving distribution or reproduction.

A commercial commission pertains to buying the art as well as certain rights and/or licensing. Examples of this are book covers, T-shirt designs for a clothing line, selling prints of the art, logos, etc.

Q: How do you price commercial art versus individual art?

A: Individual or personal commissions are priced based on an hourly system.

Commercial art pricing varies from client to client. It is based on an hourly system and factors pertaining but not limited to who the client is, projected audience, which rights the client is buying, and licensing.

Q: Do you accept refunds?

A: I do not accept refunds. I will only initiate a refund if I determine I cannot complete your commission.

Q: How long will my commission take?

A: This depends on several factors, such as the complexity of your commission, how many others I have, and personal engagements. Your wait can range from several weeks to several months. For a more accurate estimation, feel free to send an inquiry when my commissions are open.

Q: What if I don't like how my commission turned out/the artist made a mistake?

A: I send WIP screenshots to ensure that you are okay with how your commission is looking as I work, and you are free to ask for adjustments during this time. After your commission is complete, I ask if there are further revisions needed, and am happy to provide a max of (5) small edits for free, or (3) large edits for a fee. After you confirm it is to your satisfaction, or the maximum number of revisions has been reached, the commission will be marked as complete, and there will be no further revisions.

Q: What if I want a commission while your status is “closed?”

A: You are still free to send an inquiry to my Twitter or to my email. From there I can give you an estimation on when I may reopen commissions, and add you to the waiting list.

Q: Can I repost the commission when it's done?

A: You can repost with credit and/or a link back to my social media.