Terms of Service / TOS

If you have a problem with any of these terms, they may be changed if discussed with me prior to paying for your commissioned piece.

1. GENERAL TERMS

- All drawings may or will include a subtle sign that you may not remove.
- Prices are subject to change based on demand.
- I have the right to reject any order that I do not feel comfortable drawing for any reason.

2. PAYMENT

- Currency accepted is either **USD or MYR** and can be paid through PayPal or any local bank transfer in Malaysia.
- **Commissions can be paid either 100% upfront or split 50% upfront and 50% after sketch approval stage.**
- Don't send me any payment before I have agreed to give you a slot and requested you to send me the payment.

3. PROCESS AND DELIVERY

- I will notify you when I have started on your commission and you, therefore, lose the rights to a refund
- While I'm working on your commission I will make reviews with you to make sure I make it just right to your liking!
- The amount of reviews depends on the complexity of the work.
- During the reviews, you will see work-in-progress and these images will usually include a watermark and be smaller than the finished piece.
- I prefer if you provide an expected time for commission delivery, as I perform better with deadline.
- I am currently working a full time day job, so if my work will slow the progress of the initially estimated delivery time I will let you know ASAP.
- Once the piece is finished you will receive the full-resolution image along with a web-friendly size. Note that there is no physical product.
- You can have the satisfaction and peace of mind to know that no AI image generation will be involved in any process of the work >:3

4. REVISIONS

- You get 3 rounds of changes on the commissioned piece included in the price.
- A fee will be added if you want something changed on the final drawing - unless a misunderstanding from my side has been made.
- If you wish for me to change something in the drawing you have previously approved, I will charge you a fee to change it. The amount of the extra charge depends on the change you want me to make and is usually based on an hourly wage.
- If your reference is unclear to start with, changes will come at an extra charge.

5. COPYRIGHT / USAGE POLICY

I, Eri, claim the rights to the produced drawing, not the buyer. Therefore I am allowed to use the copyrighted artwork to:

- Promote myself with it everywhere
- Publish books with it (artbooks, etc.)
- Display it everywhere to my liking (website, social media, etc.)
- Post it wherever I want

The buyer is allowed to:

- Use the commissioned piece for personal use unless agreed otherwise (you can upload it on all your social media profiles, forums, etc.)
- Print the artwork and claim the character(s) as their own, but not the artwork itself.
- Use the artwork to promote themselves. You are not forced to give me credit when you post it but it is very appreciated.
- Use the artwork on their Youtube channel and in monetized videos as long as the artwork itself is not the main subject for the earnings.

The following is considered copyright infringement:

- Reproducing/using the copyrighted artwork commercially - means making money off it in any way
- Claiming the artwork as your own
- Removing my signature from the artwork
- Altering the artwork without my consent
- Minting the artwork as NFTs or any other similar concept related to cryptocurrency blockchains

- I reserve the full rights to the image and its use/distribution unless otherwise agreed upon (rights to the image for your own non-personal use may be purchased at any time).

6. CUSTOMER SATISFACTION

- I will do everything I can to make my customers happy!
- If you have a problem with anything in regards to the commissioned piece please tell me right away so we can find a solution together.
- I am willing to change some of my terms for you if you ask before I start on your commission. For example, if you do not want me to post your art anywhere, we can discuss this.

7. REFUND / CANCELLATION POLICY

- The buyer is not allowed a refund once I started working on the commission.
- If for any reason I am unable to start your commission you will receive a full refund.
- If you cancel your order before I started it, you can get a full refund.
- If you are getting a refund, do not request a Paypal chargeback. I will transfer the money back to you myself.
- If you request a Paypal chargeback at any point when you were not allowed to ask for a refund you will lose all beforementioned rights to the commissioned piece and I will have the full right to profit further from it in any way. I will decline the chargeback and supply Paypal with our conversations in which we talk about the commission as evidence that I have completed work for you. Furthermore, you will be blacklisted for commissioning me again.

If the buyer breaks any of the points stated above they will lose all the beforementioned rights to the artwork commissioned by me, **Eri**, and I will have the right to profit further from the commissioned artwork in any way I see fit. If you have a problem with any of these statements, they may be changed if discussed with me prior to paying your commissioned piece.

What do you get?

- Drafts/mockups that you must decide which one I should continue with (depending on the complexity of the commission there might be fewer or more drafts)
- Sketch and/or final sketches that you must accept before I continue the work

- Insight and involvement in color plan (depending on the complexity of the commissioned piece)
- Full-resolution file (approx. 210 x 297 mm at 300 DPI) of final drawing and a smaller version for internet upload. Final file formats are usually PNG.

[Last date of update: 9 June 2025]