

No changes that need extra material noch hinzufügen

# SergNDerg Fursuits Terms of Service

By commissioning us you are agreeing to the following Terms of Service.

## 1. Age Requirements

You must be over the age of 18 to commission a fursuit or fursuit parts from us. We might ask for proof of age prior to agreeing on a commission.

We will **not**, under any circumstances, work with minors.

## 2 Quote

When we are open for projects we will open our quote form. It includes all the information we need to create a quote and work on your project. Please fill out that form. If there are any questions feel free to message us on telegram or send us an email to get help.

After you filled out the quote form we will prepare a custom quote for your commission. This quote is valid only for the current slot opening but you may ask us to review it on a later opening. The quotes are not negotiable but you may still decline the quote for whatever reason at this stage. As soon as an order has been created from this quote, point 4 of these terms of service applies.

Rough estimates can be given between slot openings but no exact quotes will be made. We encourage you to take a look at our rough price list and use your own judgement to estimate where your request will fall within the price range.

### 2.1 Other requirements

For fullsuits or  $\frac{3}{4}$  suits we will require a duct tape dummy from any customer. We **do not** work with measurements only to ensure the best possible fit. We will also require a few measurements of your head if your commission includes a fursuit head as well as hand and shoe sizes for paws and measurements for arm- or legsleeves.

### 3. Payment

After a commissioner accepted their quote they will be put into our queue.

The full price has to be paid off before we start work on the project. The customer may choose to pay in full or in installments. A payment plan has to be agreed on beforehand if a customer chooses installments.

Payment is taken via PayPal or bank transfer.

### 4. Right of withdrawal

You have the right to cancel this contract within fourteen days without giving any reason. The cancellation period is fourteen days from the day the contract is concluded.

In order to exercise your right of withdrawal, you must inform us

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info@sergnderg.de,

of your decision to cancel this contract by means of a clear declaration (e.g. a letter sent by post or email). To meet the cancellation deadline, it is sufficient for you to send your communication regarding your exercise of the right of cancellation before the cancellation period expires.

#### 4.1 Consequences of cancellation

If you cancel this contract, we will have to refund all payments made by the customer to us, including delivery costs (with the exception of the additional costs that result from the fact that you chose a different type of delivery than the cheapest standard delivery we offer) no later than within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment, we use the same means of payment that you used in the original transaction, unless expressly agreed otherwise with you; under no circumstances will you be charged any fees for this repayment.

## 5. Refunds/Cancellations

We may choose to cancel a project at any time if we don't feel comfortable working with a client or for any other personal reasons. If we do so the client will be refunded their money and any materials already bought will be used for further projects.

If a client decides to cancel a commission (nach Widerrufsfrist) the procedure depends on the stage of the commission.

If materials have been bought the commissioner will receive a partial refund(50%) and the materials will be used for further projects.

If the commission has already been started the buyer will get a refund of 50% in which case we will keep the materials and completed parts for further projects.

If the project is cancelled after being completed we will put the completed project up for auction **unaltered** (including heads and fullsuits).

## 6. Deadlines

We **do not** work with deadlines. A customer may ask to receive their fursuit in time for an event but we will **not guarantee** completion by a set date. We will however do our best to complete all projects in a timely manner.

## 7. WIPs

Work in progress photos may be published on any social media, unless requested otherwise. Please inform us if you don't want your WIP photos published **before** we start on your commission. Photos will be taken and published when smaller parts are finished and after significant steps on larger projects. The customer will receive additional pictures during the process to be able to communicate any changes if necessary. More WIP pictures can be requested at any time but we do not recommend this to not interfere with our workflow.

Our telegram channel can be accessed [here](https://t.me/sergndergfursuits) (t.me/sergndergfursuits)

## 8. Warranty

All fursuits have a warranty of 24 months. After a period of 6 months after delivery the customer must prove that the defect was present at the time of delivery.

This warranty covers all defects that are not caused by improper handling or deliberate destruction of the costume. The following defects will be covered without question within the first 6 months:

- popped seams or ripped fabric
- glued parts coming loose
- improper fit
- broken parts (e.g. claws)
- loose eye-mesh (e.g. from a child that poked into the eye)

- loose or ripped belt loops on the tail (e.g. from a person pulling on the tail)
- similar small defects

Within the warranty period we will cover shipping costs for the items. Small repairs can be made at events (e.g. conventions), if agreed to beforehand.

## 9. Shipping

The customer does not have to pay for shipping costs for larger projects (starting at partial fursuits). For separate and small parts like hand- and feetpaws, tails, bodysuits and heads, as well as mini partials the customer has to cover the shipping cost of the item.

Shipping within Europe is via DHL. Alternatively we will use UPS.

Pickup at events is possible if agreed to beforehand and if we are also attending.

Leftover fur will not be sent to the customer unless agreed upon otherwise.

## 10. Local Customers (Lausitz/Eastern Saxony, Germany)

Any local customer may inquire about testfittings in person to make sure their fursuit has the best possible fit. On top of that we will be able to help local customers create their duct tape dummy for a small fee.

They may also inquire about pickup from us outside of any local events.

Delivery to furmeets also includes handing the suit to us for repairs.

Additionally, any local customer has prolonged warranty on their fursuit. Basically this means we'll do repairs on their suit for its lifetime, as long as they are flexible in delivering us their costume to meets (Dresden) or directly to our doorstep. This service also applies for customers moving to the area of if we move to their area. It ends if a customer moves away from the area or we move to a different location.

## 11. Discounts

Under certain circumstances discounts will be available for our works.

1. Close friends might be able to get a friends discount.
2. Artistic liberty commissions may be eligible to discounts.
3. Costumes put up for auction if the commissioner hasn't paid will have a lowered starting price.
4. At our discretion for particularly helpful customers (e.g. for helping us model a headbase for their commission, actively helping us work on the suit)

## 12. Other Services

We **do** also offer different kinds of suits including murr suits, lockable trapsuits/plushsuits, bitchsuits, etc. If you are interested in a commission of that type please don't be shy to inquire privately, we are open to take on any commission we feel we can complete to the customers satisfaction.

They will be handled discreetly by default meaning no public WIP pictures as well as the name of the commissioner not being published.