

GHOSTWOOD CREATURES TERMS OF SERVICE

By commissioning an artist, you/commissioner [the buyer] are entering a legal contract to prevent the misuse and abuse of services provided by I/myself [the artist], Ghostwood Creatures. When you have finished reading, please initial the bottom of each page and sign/date to confirm that you agree to the terms set in place. These terms are subject to change, and you will receive a 30-day notice prior to the change in terms.

Getting Started

1. One of the most important steps in commissioning a fursuit or any other work of art, is to ensure you have a fully detailed Reference Sheet! Please have a front, back, side view and detailed viewpoints of the character you would like to commission.
2. When commissioning me, please be sure you are financially stable. I like to know you are well and your finances are sorted out before I take on a project that could possibly break you, I will not be held accountable or responsible for anybody's lack of budgeting!
3. I am currently not offering any deadlines or promised completion dates, I prefer to work stress free and not compromise the quality of your costume. If your costume has been completed, and you want to arrange a convention drop-off, this will only be available on a case-by-case basis and I must be notified immediately.

Payment Methods

1. Paypal is the only method of payment I will accept; it is fast, easy and receiving payment is guaranteed, you are also protected by Paypal's Buyer Protection. I do not accept any other form of payment outside of Paypal.

Payment Plans

1. I understand that suits are expensive and can be hard to pay for all at once. That is why I offer payment plans on a case-by-case basis. The terms for the payment plan are as follows:

30% Non-refundable Down Payment

20-25% Monthly Payments

2. You must be **at least 18 years of age** to make a down payment and commission a custom made costume. However, I offer quotes to all ages.

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3. Payments must be made at least once a month after the initial down payment has been made and no later than the set date that is determined between the buyer and I. If a payment is going to be late or is late, please contact me so I can understand the nature of the delay. If I am not contacted within 14 days of the payment due date I will attempt to contact you. After 7 days, if no attempt is made to reply all progress and materials will be considered forfeit and will be sold off or reused in future projects. No refunds will be offered to people who fail to meet the payment terms collaborated and stated above.

Refunds

1. I have the right to terminate a commission if one were to give me any form of rude or bad behavior, including but not limited to: impatience, rude and offensive language, as well as spamming my inbox frequently. If I have to terminate a commission due to rude behavior, you will not receive a refund. I have up to one year of the date of your requested refund to refund you in full.
2. If you decide you want to withdraw from commissioning me, you have a 72 hour time period upon the moment your deposit is made to get your deposit back in full. After the allotted time period has passed, your deposit will be non-refundable. The next section further explains the refund process.
3. In the instance, that you want a refund or I am forced to give you one after the initial 72 hour period. Depending on what part of the building process I am in, will determine how much your refund will be. Materials and the down payment are considered forfeit in the case of a refund. The terms for a refund is as follows, these do not include the 30% non-refundable deposit:

0% complete - 70% refund

25% complete - 45% refund

50% complete - 20% refund

75% complete - no refund

100% complete - no refund

Damage

1. Damage including but not limited to tears, rips, broken seams, melted or burned fur, broken parts, missing pieces, and non-fur melted parts. If any damage that is due to my own mistake I will fix for free under the condition buyer pays shipping in both directions. If by chance damage is due to negligence, I refuse to repair

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any damages. Pictures are required for all damage reports, as well as full explanation as to how such damage was acquired.

2. I must be immediately notified of any damage to your fursuit, if you neglect to inform me, I will not be held responsible for damages, even if you believe I may be at fault. If you repair the suit without my immediate knowledge or authorization for self-repairs, your warranty will be voided.
3. My costumes are made for entertaining purposes and I refuse to handle, make adjustments, make repairs, and clean any suits that were involved in adult practice. Your warranty will be voided for yourself and any possible future owners.

Warranty

1. After you receive your handmade product, you have 14 days upon arrival to mail back your product if there is any problems with fitting or damage, you will need to pay for shipping to me. I will make your product first priority within those initial 14 days.
2. For the lifetime of your handmade product, I will wash and clean your suit for free **once a year**, you will only pay shipping to me, I will pay shipping back to you. You may request SMALL fixes if need be during cleaning, and I will also fix them for free, on the terms you pay the shipping back.
3. If you have intentions on trading or selling your costume, I must be put in direct contact with the new owner - this is only for a transfer and renewal of warranty to the new owner.

Liability

1. I will not be held liable for malpractice or injury from your custom made costume. You will be held solely responsible for your actions while wearing your costume.
2. If you decide you want to make repairs, I will not be held accountable for any further damage or wear and tear that may happen on the costume.

Allergens

1. I know that there are many people with a latex allergy. So while I keep this in mind, I only use silicon based products when casting tongues and pawpads. Faux fur is commonly made from polyester fibers. I never use real fur in any of my works of art. The sandals that are included with my toony suits are EVA

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Foam and do not contain any latex, they are also formaldehyde, PVC and phthalate free.

2. I live with two needy kitties! They will occasionally wander in during working hours, but I do my best to keep them out of my materials. If you have any allergies that I have listed, please inform me immediately! I do my absolute best to keep my workspace clean, but there is no guarantee that there will not be any allergens around!

Shipping

1. Once I ship out a package, I am no longer liable for any damages or delays caused by the courier. I provide a tracking number and a signature confirmation for delivery. I require all suits to have purchased full coverage in the incident your suit is damaged during delivery. Please allow a few extra days for delivery in the incident the postal service may be delayed.
2. Shipping costs are calculated after the product is finished. After I give the shipping quote, this will be on a case-by-case basis, you *must* pay it no later than the date we collaborate. If I do not receive payment within that time, I will issue a 10% refund, make adjustments if you own the character(if it is an artistic liberty suit, you will no longer own the character) and put the costume up for auction as a “pre-made”.

Copyright

1. I do not have copyright over any characters that are commissioned from me, only the techniques used to create the commissioned costume.
2. All works, logos, images, brand names, posted on my website is subject to copyright protection and will not be redistributed for profit. I own all images and Intellectual Property “IP” associated with the brand name Ghostwood Creatures.*
3. You, the commissioner, have permission to use and redistribute photos I have taken and displayed of your costume, so long as proper credit is given or the watermark remains intact on the photo(s).

* I am protected under the United States Copyright law (Title 17, U.S. Code).

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By signing, I [the commissioner] have read and understand Ghostwood Creatures' Terms of Service. By signing this contract I am stating I understand and consent to a No-Deadline Timetable. I am also confirming that I am over the age of 18, and am fully capable of making payments. I agree to the payment plan set in place at the time my quote was given.

Monthly payments will be paid no later than the ____ of each month.

Printed Name: _____ Date: _____

Signature: _____ Date: _____

Initial: _____