

By buying my work, you agree to my terms of service, as laid out below.

Payment:

- Item must be paid for before I ship
- Down payment is non-refundable (25%)
- If you back out after the product is finished, I have the right to resell the base or reuse it
- Buyer must pay shipping before it is sent off.
- I will not begin work on the suit until full payment is provided

Edits

- I am happy to make minor edits to your suit if I have missed a marking. However, I will not remake a major part after it is approved.
- I will not change the fur colour of the suit after it is approved by the client.
- When the client approves wips, this approval is permanent, and I will not make edits afterwards.
- I retain the right to limit the amount of changes made if the client asks for more than 3 changes per stage. (Ex. foam base, furring, eyes, paws, tail etc..)

Time

- I will not take deadlines, however, I will give updates and let the client know when I am falling behind.
- I will provide an estimated finishing date, however, due to my position as a full-time student, these may fluctuate
- If you have a hard deadline, I will not guarantee completion for this date.

Quality

- Client must expect minuscule errors such as small Bald spots, some non-symmetry, minuscule seam pops after hours of wear, belt accidentally showing on the bodysuit, wrinkles in the bodysuit when moving etc.. I am only human and these small errors are normal.
- However, if these errors are huge (ear falling off, teeth popping out, costume not fitting at all) with minimal wear, please let me know, as I can offer free edits.
- However, for repairs, the client must pay shipping both ways.
- I will not offer free repairs if these errors were caused by roughness (ex, ripping ear off, improper storage)
- Free edits are only available for a year. After this, the client must pay me an hourly wage, or reach out to another maker for repairs

Shipping

- Buyer is expected to pay shipping for duct tape dummy

- As I am in Canada, shipping to more eastern/southern states is going to be expensive. From \$60 to \$300+ depending on the size of the package
- Custom fees are expected. Please have money on hand to pay for them
- I am happy to wait to ship for up to 1 month while the client pays for shipping.
 - After this, the storage of your fursuit will be \$50 USD per month.
- Client is required to pay for shipping
- Shipping overseas will be paid for with express shipping (1-week shipping), as damages may come to suit while in the box for too long. The client must pay the inflated price for this (\$300-\$1000+)
- If your item is damaged in shipping, I will not provide a refund.
- Once the package is shipped, it is out of my hands and I will not refund, and am not responsible for damage
- The client is responsible for any custom fees, which may be anywhere between \$50-\$700 USD
- I cannot control shipping time.
- If the suit is manually refunded after shipping, I retain the right to recall it and rework or sell it. This will result in a blacklist of the client.
- Storage in a shipping box may cause certain things to bend (ex, ears sagging). I avoid situations such as these while boxing, however, I am not responsible for this happening, and will not provide a refund.

Cancellation

- I retain the right to refuse service for any reason. These may include rudeness, inappropriate interaction (ex. Sexual advances, harassment, refusal to pay on time)
 - If materials have not been bought and work has not started, I will refund 75% of the price paid.
 - If I have already started and bought materials, I will refund up to 75% depending on how far I have worked
 - If the client cancels for any reason, work will stop immediately. The client will pay to ship the completed parts up to the amount that they have paid.
 - If I cancel for personal reasons (injury, illness, unable to keep working) I will refund up to 100% and ship the completed pieces at the client's cost.
 - 25% Down payment is non-refundable if the client cancels. Up to 75% is refundable depending on how much work is done.
 - Once materials are bought up to 75% is refundable
 - Once the base is completed, up to 50% is refundable
 - While furring is in progress up to 25% is refundable
 - Once fur is sewn, and glued, I will NOT provide refunds

- After the suit is completed, no refunds are available. It is up to the buyer to ship the item themselves and resell the item.
- If I cannot complete a part of the suit (ex. Cannot sew a complicated type of handpaw) I will refund the cost of that item.
 - The client may not override this decision.
- If I find out my client is a zoophile, pedophile or engages in unsavoury acts (harassment, feral porn, underage porn) I retain the right to cancel and refund as per the rules laid down above.
 - however, in these cases, I retain the right to refund 100% and repurpose the parts as I will not have my work associated with this behaviour.

By Commissioning Heckhoundzstudio Fursuit creations, I agree to these terms.

Signature of Client

Signature of Artist