\*Please review all our TOS below before requesting a quote. Your quote form will be omitted should you not read the terms carefully\*

# General:

* SpacePup Suits reserves the right to cancel, refuse, and/or change your commission if problems arise. Customers will be contacted beforehand to discuss whether the problem(s) can be resolved.
* Customers must be 18 years or older to purchase a fursuit from us. We can work with parents/guardians if they are looking to purchase a suit for a minor (a person less than 18 years of age).
* We strive to create high quality suits that our customers love and wear for years.
* Our standard turn-around time from order to delivery is between 4-6 months. However, there are times when finding the perfect fabric or colors can create delays.
* We do our best to meet our standard turn-around time, however all dates provided are not guaranteed but simply estimates.
* Please practice patience as we try to follow our work schedule. Sometimes, unplanned circumstances cause delays. We will keep all customers up to date on their commissions’ status. Please keep in mind we have multiple customers in our queue at a time.
* We do not guarantee that a fursuit commissioned for a convention will be delivered in time for that convention. We are not responsible for delayed deliveries once the product is in transit.
* If a customer requires a fursuit to be completed before a convention or has a specific due date, they may pay a $750 non-refundable Priority Order fee which will place your order above other commissions in the queue. This does NOT guarantee your item will be finished on the date discussed. We have the right to refuse "Priority Orders" should the due date be thought to be unachievable.
* I reserve the right to work on priority orders prior to other orders.
* We value our customers and go out of our way to ensure each customer feels appreciated and is satisfied with their commission.
* We reserve the right to cancel or terminate any order immediately without any advance notice for any customer which publicly demeans, degrades, or slanders SpacePup Suits. We have a zero-tolerance policy for this type of behavior. In the event an order is canceled or terminated under this provision, the customer will NOT receive a refund and may also be liable for damages they caused to the company.
* Please address any issues or complaints you may have with us directly and refrain from sharing or commenting online or in public forums.
* Prior to the construction of half-suits or full-suits, we require the customer to create and ship us a duct-tape dummy which is used to provide us your exact body shape and measurements. When your order is placed, we will provide a link to a tutorial on how to make the duct-tape dummy.

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# Concept Art:

* The character **MUST** belong to the customer, or a company represented by the customer. Customers are required to provide an appropriate SFW reference sheet which includes all the colors and markings required for the commission. References illustrating the front, back, and side profiles of the character are preferred for the best results.  We do not work with literary descriptions.
* Any design changes or additions will need to be approved by us. Approved changes will incur additional fees depending on the type of alteration. Changes may result in the delayed completion of the fursuit.
* Matching our product's fur to the provided reference is important to us. However, due to the limited availability of fur color, length, and more, there may not be an exact match. The customer is welcome to purchase and ship the necessary amount of fur to SpacePup Suits. Fur is bought either online or locally to best match the provided reference design.

# We do NOT make:

(including but not limited to)

* Overly complex tattoos, symbols, or designs (please inquire)
* Excessively large fursuit part (please inquire)
* Protogen species items
* Murrsuits

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# Commission Process:

* A quote request form is available to fill out for free on our website at <https://spacepupsuits.com>.
* Please allow 2-4 weeks for us to review and provide you with a Quote after you submit the Quote Request. We appreciate your patience. All quotes expire after 60 days. If an order is not placed before the quote expires, you will need to request a new quote.
* If the cost of materials changes prior to placing your order, SpacePup reserves the right to adjust the quote to account for the new price of materials.
* If you do not receive a response from us within 4 weeks, please contact us to insure we received your quote request.

# Payment:

We accept USD currency via PayPal which provides protection for both the buyer and seller. Personal Checks, Mobile checks, Cashier’s checks, and cash payments are not accepted.

The following payment plan is ONLY available for commissions over $800. Commissions less than $800 are required to be paid-in-full up front.

|  |  |  |
| --- | --- | --- |
| **Payment** | **Due On** | **Progress** |
| 40% | Non-refundable deposit is due when the order is placed | Will order materials and begin constructing the fursuit |
| 30% | Second payment is due when the fursuit is ½ complete | Once the 2nd payment is received, will continue the completion of the fursuit |
| 30% | Final payment is due upon completion | Once the suit is complete and final payment is received, we will package and send the suit out for shipping within 48 hours |

We will not begin construction until we receive the first payment.

In the event the commission is canceled or terminated, any additional payment made after the 40% non-refundable deposit will be refunded. This does not apply to orders under $800.

Should you choose to terminate your commission once the process has already begun, you will be refunded what the company sees fit equivalent to how much work has already been done.

It is the customer’s responsibility to pay on time according to the installment planned discussed. If the payment is late by more than 5 days (without contacting us) a 10% penalty cost is added that does not count toward your suit payment.

# Abandonment:

* If the customer does not contact SpacePup Suits within 60 days of the fursuit’s completion, we will assume that the product has been abandoned.
* If a product is abandoned, we reserve the right to alter the design and sell the fursuit to another customer.
* If the customer fails to contact us in the 2-month period after product abandonment, any payment after the initial non-refundable deposit becomes non-refundable as well.

# Shipping:

* We will provide an estimated shipping cost in the initial Quote which will be based on the estimated package weight and ship to address.
* SpacePup Suits reserves the right to adjust the cost of shipping in the event the customer makes changes to their order.
* Fursuit’s generally have an estimated shipping cost of $50-100+ for continental ground shipping. International orders can range between $200-300+ in shipping.
* Packages are shipped via FedEx or USPS. It is the customers responsibility to request insurance and expedited shipping, which will be at the customer’s expense. Once the item is in transit, it is the customer’s responsibility to keep track of it. We are **NOT**responsible for lost or stolen orders.
* All customs fees are the responsibility of the customer. Therefore, prior research is advised for the customer regarding fees, customs and tax regulations in the customer’s own area/country. Fursuit’s will NOT be marked as gifts.

# Warranty:

* SpacePup Suits business transactions include a 2-month free-of-charge repair warranty. The warranty begins once the package is delivered.
* The warranty covers any damages that may occur during shipping transit or after arrival. This includes ripped seams or loose parts, please inquire.
* If the customer notices any problems or defects within the warranty period, they are responsible for returning the product back to SpacePup Suits for repair. We will ship the product back to you via standard ground shipping. Customer is responsible for paying for any expedited shipping. Should the customer fail to send the fursuit back within this allocated time frame, they will be charged for the repairs and/or adjustments.
* The warranty is null and void to products that have been altered in any way or damaged intentionally by the customer or given to any other company for repairs.
* We are not liable for sizing issues due to faulty measurements on your part or changes in body height and weight. Please provide accurate measurements.
* There is no warranty for overseas orders, anything destroyed by customs must either be sent back for repair or given to a trusted maker within the customers region (making the warranty null and void). We will do our best to pack the suit accordingly, this does not guarantee a safe entry into your country. Damages after or during transit are NOT our responsibility.