



Maying Fantasy Creations

Terms of Service, 13th of May 2022

Welcome!

Thank you for being interested in my work. I am Ingeborg from Maying Fantasy Creations (MFC) and I'll tell you more about my technique and my Terms of Service. When you place an order, you automatically agree to these terms. You can always send me a message if you have any questions after reading my Terms of Service.

Facebook: www.facebook.com/mayingfantasycreations

Instagram: www.instagram.com/mayingfantasycreations

Trello: www.trello.com/maying-fantasy-creations

Telegram: www.telegram.me/mayingfantasycreations

E-mail: mayingfantasycreations@gmail.com

1.General

- a. The most recent version of my terms of service applies to all my commissions. Both new as existing commissions. An exception to this is point 2b.
- b. Look at the tabs "Finished commissions" on my Trello page or look at my Facebook or Instagram. Here you will find more pictures from my earlier work. Send me message if you want more information or more pictures about a specific item
- c. Besides making my work, I also work a steady job in healthcare. This means I have varying times and can't always respond to your message immediately. I will respond whenever I can. This also means that one week I have more time to work on projects than the other week. So don't be surprised if you get a lot of updates one week and then little to nothing for a few weeks.
- d. Order on time. Everything I make is made by hand and measuring work, so it will cost time to make it. It is simple not feasible to order a partial a month before you want it. Next to the time needed to make something, I also need time for other projects and deadlines. Searching and ordering materials also takes time.
- e. This also includes small items and 3D printed items. A simple set of eyes can already take up more than 10 hours to print. Besides that, I have multiple orders and I don't have every day to send packages.
- f. Be nice and polite. Of course, I am to you too. I spend time to communicate with you. I would appreciate it if you told me when and for whatever reason you are not interested anymore. It could be because you find my prices too high or would rather have it made by a different maker.
- g. The prices on my pricelist are starting prices, these prices are for simple products without fuss. The more complicated, the higher the price. I can make an estimate for you if you send me an illustration of what you want. Please fill out my quote form to get a quote.

- h. Every maker has their own style and technique, so don't compare my work with others. I can't do anything with messages like: "I could get the same head at a different maker and it will be cheaper." Or "A different maker has free art with their orders." You are free to let your product be made at a different maker.
- i. I will not make suits with designs that are traced or stolen. If I find out that the design is stolen, I'll cancel the order. You will get no refund.
- j. If you are a minor, I will need a signature/permission from your parents. It is your own responsibility to arrange this. The parents are always welcome to message me for more information.
- k. If you are under any form of financial supervision, I need written permission from your coach or administrator.
- l. I will not make NSFW/18+ products.
- m. If you already have a base that you would like to get "furred", in some cases I can do that. It is partly due to the quality of the base. Send me a picture and I can help with the base.
- n. If paid, I can repair fursuit parts that are not made by me. Let me know in advance what is broken and what you would like repaired. If the fursuit is too broken upon arrival, I will always have the right to send the items back to you. I will always do this in consultation. I can make a rough estimation in advance, but the final price can always differ when I can see the item and the damage.
- o. If you want a half or full suit made, I will need a duct tape dummy (DTD) of your body. It is your own responsibility to deliver this correctly with all the costs for you. You may choose to fill it and bring it or send it "empty". It will be your responsibility to deliver it. Make sure to let the DTD not stick to itself and get damaged.
- p. If you don't know how to make a DTD, I will happily send you a link on how to make one.
- q. The heads that I make are standardly made with one of my own bases and 3D printed follow me eyes, unless discussed otherwise. Look at my second pricelist for upgrades. *For example, Magnetic tongues, 3D printed nails or a moving jaw.* I keep improving with my work, so not everything is on my pricelist. You may ask what I can and can't do.
- r. Because I want to keep challenging myself, I may ask you to put an extra upgrade on your order (free or with a small fee). When my idea doesn't work/succeed, then you cannot claim this upgrade. If you paid a small fee for an upgrade, I will gladly refund that fee.
- s. MFC has the right to use photos of your products for promotion on social media and on the website.
- t. Each year there will be a group illustration made, with every suit MFC has made that year. If you don't want to be on there. You have to communicate this in writing through email before you sign your quote.

2. Payments

- a. Payments go through Paypal or bank transfer. Any Paypal surcharges are at your own expense.
- b. When you want to place an order, you should at least pay 30% of the total amount. No refund is possible for this amount.

- c. Orders under €100 should be paid within 2 installments.
- d. Paying in installments are possible. Please take note that MFC will start with your commission when you've fully paid. If MFC does work on your order before that, this is a personal choice and no obligation.
- e. I can make changed in my queue. Orders that are fully paid, do have priority in this case. You can see my progress on the orders on my Trello page.
- f. A fully paid commission doesn't get automatic priority in my queue. If you have a deadline, you can submit this on you application form. I charge an extra fee for deadlines.
- g. For example, if you want a tail and hand paws made that goes with a head made by a different maker then I can't guarantee that the colors will be perfectly matching. I will do my best however to match them as close as possible. It does help if you know where the original materials were bought. If you have left over materials yourself, we can discuss to use it as potential materials for your fursuit.
- h. You have a month to finish the payments after the discussed deadline. I have the right to cancel the order if the payments have not been fully paid. A refund is not possible and MFC may choose to sell the product (without character rights) to a different party. I understand that some things happen, and it doesn't work out to get the payment fully paid, a lot is possible with consultation. With this method I want to prevent a product being unpaid for half a year.
- i. Exceptions will be recorded in writing.

3. Preparations

- a. You yourself is responsible for delivering clear illustrations of what you want made. My preference goes to a very clear reference sheet. Extra illustrations are always welcome. I base my products of illustrations and information that you provide me with, so make sure it is correct.
- b. If you don't have any illustrations yourself, I can put you in touch with people who can make a reference sheet and/or other illustrations for you (for a fee).
- c. I will think along with you, but the main idea should come from you. It is your product and I can't fill in for you how you want it to look.
- d. When the agreements are clear between us, then I'll make a quotation/contract for you. You must return this signed. Or if you are underage, then your parents must sign it. After this, I'll ask you to send your first payments over. If I find out that there is no permission and/or the signature is forged, I will cancel the order immediately. The general terms below are applied for the refund. You will also be blacklisted until you can prove you are of age.
- e. For some products I will need measurements. For example, the circumference of your head or the length and circumference of your arms in different places. It is your own responsibility to give out right measurements. Keep in mind that the products can differ 1-3 cm. The measurements are given before I start on your order. I fit turns out that the product does not fit, because you have provided with wrong measurements, then I will not give a refund.
- f. Think carefully about what you want in advance. Here I adjust the amount of material I order. If you decide to upgrade from a mini partial to a full suit, this is possible for a fee. I cannot make any guarantees regarding the material. When the material is no longer available, then we will look together for an alternative. If you

decide to choose material from my stock, chances are that I will not be able to order it again, since I regularly buy lots and do not know where the original was purchased. Please take this into account.

- g. You are more than welcome to help search for materials. Keep in mind that I can choose to make it with different materials. *For example: Some fur is not suitable to be shaven, so it is not suitable for a head.*
- h. Here you will find a list with websites where I usually order faux fur. You are always free to look at other websites that are not listed below. On most sites you can order samples (for free or for a compensation). I advise you to order some samples, this way you know for sure that you are satisfied with your choice. I know that from experience, photos can greatly differ from reality. If you decide to not do this, and you end up not being satisfied with the color or quality of the fabric after I have ordered, then the costs for new fur is for you.
- www.bontshop.nl ○
 - www.dutchcolour.nl ○
 - www.vangoolstoffen.nl ○
 - www.stofnodig.nl ○
 - www.demooistestoffen.nl ○
 - www.textielstad.nl ○
 - www.stoffen-online.nl ○
 - www.stoffen.net ○
 - www.fabrics.com
 - www.mohairbearmakingsupplies.co.uk ○
 - www.efutro.com.pl ○
 - www.bigzfabric.com
- i. I have a sample book from www.efutro.com.pl with all the faux fur that they sell. You are welcome to come visit to look at the fur, you can also feel the fabric. I can also send you the sample book. The shipping costs will be on you. I will ask you to pay €80 guarantor (the costs for a new sample book and shipping from Poland). You will get the money back if I received the book without any damages.
- j. If you choose materials outside of the EU, then there is a chance for import costs. These costs are on you.
- k. When you make a big upgrade, for example from a “Head only” to a full partial. Then MFC has the right to only deliver the original order on the agreed deadline. A new deadline will be made for the products that came later. This is because I have multiple orders and I won’t be able to keep up with my planning.
- l. If no materials have been ordered yet, you may choose to change materials last minute. For example, you chose black and white faux fur, but you ended up wanting blue and yellow more, then this is possible. You will be responsible for the new and updated illustration of your design. The new materials should fall in the same price category that we have agreed prior on. If the new materials are more expensive than the materials prior, then the extra costs are for you.
- m. If you choose to for example change colors, when I already ordered the materials, then the costs are for you. You cannot claim the original materials.
- n. When I have not started on the order and have not bought any materials yet, then you may change your design. Keep in mind that there is a fee for this. *For example: If you have an order for dog mini partial and you end up rather choosing a Dutch Angel Dragon, then the price will vary.* Keep in mind that I probably won’t be able to meet the deadline. MFC has the right to change and/or decline your new order if it is not achievable/executable.

- o. When I have already started on your order and you decide to change the design, then there will be fees attached to this. These fees are for your account. You will not be allowed to claim the materials.

4. Updates and contact

- a. I send as much work in progress shots as possible. But as I stated above, I have a job on the side, and I am very busy making other orders. You can see the progress of your order on my Trello page, but also from others.
- b. If you have any doubts or questions about an update that I sent you, please say so immediately. I can change them in most cases. When I finished the head for example and you tell me at the end you don't like the shape, then I can't do anything about that. I will have to start over. The costs will be for you and there will be a chance that I won't make the deadline. Keep a watch and read my updates thoroughly.
- c. As stated previously, I base my work on illustrations and information that you provide me with, so make sure they are right. When you think I made a mistake, point it out to me in a nice way and provide proof that it is indeed my fault. *An example of a mistake is when I made the tongue yellow, while the tongue is blue on the reference sheet. The mistake is on my part and I will repair this without fees. If the mistake is on your part, then you will pay the extra costs to fix it.*
- d. Keep in mind that products can vary 1-3 cm from the given measurements. I try my best to match the measurements perfectly.
- e. You are free to send me a message if you have any questions. It is useless though to ask me for an update every day. I will keep you updated, whenever I have updated the product.
- f. Make sure you are reachable by one of my used accounts: Facebook, Telegram, Instagram or E-mail. When I can't get in contact with you, then I won't be able to help you on your product. If there is no contact within three months, then MFC has the right to cancel your order without refund.

5. Cancellations and returns

- a. MFC has the right to decline orders if there are any conflicts with the customer. You will get your money back for the labor costs and of the unfinished products. See the calculation below.
- b. Products/materials that has already been bought and/or has been worked on will not be sent or refunded.
- c. Whenever you decide to cancel the order, you will receive your money back for the labor costs of the unfinished products. Products/materials that have been bought and/or have been worked on will not be sent or refunded. On the first 30% of your order will not be refundable. *For example: You order a mini partial for €1000. The material costs were €300. You cancel the order when it is 60% finished. The first 30% of your order is nonrefundable, so after subtracting the 30% and the material costs, then there will be €400 left. $\frac{€400}{100} \times 40$ (% of your order that has not been subtracted) = €160. This is the money you will get refunded.*
- d. You can return unused items within 30 days of receiving them. If I see that an item is used, then the right for compensation lapses. In this case you can choose to take the original item back. Shipping costs are for the customer.
- e. Shipping costs for returns are always for the customer.

- f. Custom made products are excluded for returns. These includes al custom made fursuit parts as well 3D printed items that are printed in different sizes than I standardly offer.

6. Shipping

- a. MFC offers the following shipping options for orders with a value up to €200
- Pick up at the address of MFC by appointment.
 - Pick up at an event by appointment.
 - Secured shipment by PostNL. MFC charges the prices as set by PostNL
- b. MFC offers the following shipping options for orders with a value above €200
- Pick up at the address of MFC by appointment.
 - Pick up at an event by appointment.
- c. If a customer decides that they would not use one of the options as stated above, all the risks that come with shipping are for the customer. As stated in article 7:11 of the Dutch civil code.
- d. If a customer decides that they would not use one of the options as stated above, MFC will ask for a written and signed document to confirm this.
- e. Shipping costs are always for the customer, unless agreed otherwise.
- f. The customer is responsible to read about the shipping options. If a customer wants to cancel their order, because they don't accept the shipping conditions. The conditions that are described in point 5 of this article, apply.
- g. I do not order next day delivery. I am not able to deliver packages every day to the post office. I do my best to at least ship packages once a week.

7. Warranty

- a. Is there something not right about your order or do you think something is missing? Please contact me within 30 days of delivery. We will look for a solution together.
- b. If you are careful with your product, but still begin to form holes after some time, then you are allowed to send it back to me for repairs. I will gladly repair it for you, you just have to pay the shipping. This counts in the first year after you got your product.
- c. For bigger repairs, for example replacing an eye etc., then I will ask you for a compensation for the materials used.
- d. Whenever you leave a review on my Facebook page, you will get 5% off on your next order if ordered within a year.
- e. When a product looks dirty and not well maintained, then I will charge you for repairs.
- f. If you want to sell your product, you may not ask a higher price then you paid yourself. If people offer a higher price, you can accept that bid.
- g. When you choose to re-sell the product, then please notify me. I can help you sell the product quicker.

h. Warranty is not passable to the next owner.

8. Responsibility

- a. MFC is nowhere responsible for the damage on property or accidents caused by my products. This includes:
- Overheating;
 - Accidents caused by limited view;
 - Accidents caused by others;
 - Accidents caused by wrong usage of electronics.

Above points can be prevented with good preparations. You'll receive a care guide with every order. It's the responsibility of the customer to read and follow this.

9. And lastly...

a. The Terms of Service are under construction and can always be changed.

As a thank you for reading this whole bookwork: Tell me your favorite movie and get an extra mystery gift with your order.