

# ArvinsLair



## Terms of Service

By commissioning us you agree to our terms of service, so please read the full TOS before ordering! If you have questions regarding the TOS feel free to ask.

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### Basic rules:

- all payments are made via PayPal and in USD
- You must provide a SFW character reference with a view from two or three sides
- submitting a NSFW reference will instantly lead to a rejection of your request
- we reserve the right to refuse commissions which we feel uncomfortable with
- WIP updates will be provided on a regular base
- creation time will be >3 months, depending on the complexity
- the base price is just an indicator, the final price will vary for each costume
- worldwide delivery can be arranged
- we reserve the right to take and use photos of all things we build in the workshop

### We will accept:

- toony, semi-toony, semi-realistic or realistic style
- partial suits consisting of at least head, paws and tail
- fullsuits
- digigrade fullsuits

### We will not accept:

- commissions from people under the age of 18
- any kind of NSFW costumes
- costumes with electronic parts, like servos, etc.
- LED's on the body or paws

**More detailed info's can be found below!**

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## **Pricing:**

Included in the base price mentioned on our website is a “standard” design with up to three colors and the following features:

- high quality material
- full hand-painted jaw set (upper and lower jaw) made of plastic
- movable jaw
- a hidden cooling fan
- eye color of your choice
- LED's inside the eyes in a color of your choice
- any size of glass eye for realistic / semi-realistic masks
- Follow-me eyes if suitable
- whiskers
- detailed embossed nose
- custom carved head base
- lining inside the head
- some basic airbrushed details
- all heads are built to be worn with glasses
- plastic or textile claws by your choice
- outdoor feet paws built on slippers

For Fullsuits:

- detail trimming with thinning scissors / grooming machine
- digitigrade legs
- rubber thread in the bodysuit for perfect fit

## **We offer a variety of additional options:**

- more than 4 fur color
- complex tattoo markings
- Spikes, Horns, Wings
- realistically shaped muscles
- Hair, Piercings, Scars
- silicone lips, teeth, nose, tongue and ears (experimental features)
- stilts and tails with a skeleton (experimental features)
- things not specified in the basic configuration and not prohibited in the TOS

Quotes are not assuring you a commission slot agreement. They are just a price estimate on options and character design. Quotes are given in USD. Prices are subject to change between commission periods. We just give out quotes when posted on our website.

**We do not take rush orders!**

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## **Ordering:**

### **Before you ask for a quote:**

- read the TOS carefully
- please keep in mind that we do not reserve slots
- orders are accepted selectively, regardless of the date of the application
- you must provide a reference of your character from 2 or 3 sides (please no shading or shadows), so make sure the reference sheet is up-to-date and ready
- a submitted reference which is NSFW is a reason to refuse your commission request

You must be over the age of 18 to commission us. We will not work with you or accept payments from anyone below this age. If necessary, we reserve the right to request proper identification from our client to confirm their age before we agree to work on a project. We will not use your identification for anything, other than the purpose of verifying your age.

We do not work with suspicious or fake accounts which look like they were created only for ordering from us. If you publish material of intimate topics on your social media profiles it may negatively affect the consideration of your application. We reserve the right to decline any commission, even if we have discussed a commission in the past.

Hard deadlines are not accepted. Soft deadlines may be offered, if you want your Fursuit completed in time for a certain event, but we do not guarantee this. Please note that the delivery will also take at least 2 weeks.

When we give you a completion date, this will be an estimate. This means that it will not be a deadline or a guarantee that the work will be completed by the specified date. It may happen that your Fursuit takes a little longer, or that it will be completed before the given date. The dates may vary depending on private circumstances, a large number of hand-sewn parts (like spots, stripes or if you order a foam head), or due to extraordinary circumstances beyond my control, but not more than 12 months from the date of the first payment. If you don't hand in the measurements we need or if payments are delayed, this will also cause delays in finishing your costume. Usually a full costume will be completed within 4 months.

We are experienced in building canine and feline species, as well several other species. Currently we are open to accept many different furred animals as commission. Currently we don't consider to build scaled, feathered or hairless creatures. Perhaps this will change in the future.

### **We don't build:**

- costumes for sexual use (no hidden extra zippers or adult parts)
- copyrighted characters
- cosplay characters
- plush or fat suits
- hyper realistic masks
- changeable soles for indoor / outdoor use
- sandals for outdoor use

### **Furthermore, we don't:**

- copy someone else's style, character or design
- accept secret orders with a complete ban of publication
- work with natural materials like real fur, horns, hooves, claws, etc.
- install LEDs on paws, body or tail
- work with servos and other electronics (for ears / eyes / wings / tails)
- offer advice on costume building

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## **Rule of Conduct:**

You cannot pose as the creator of the costume.

We will not tolerate harassment, public shame, threats, hasty action or discrimination in any form.

If your behavior doesn't comply with our TOS and it harms our reputation or causes a financial damage for us, you can be made responsible. This includes any actions with a finished costume build by us and includes illegal as well as sexual activities. Any action that violates our TOS will lead to the cancellation of your commission and you will be refunded (minus 30%) if your costume is not finished at this point. If you already got your costume this will cause that the warranty period will end immediately, furthermore you will lose any support by us. If you decide to sell your costume after such an event, the buyer will not get any support by us either. Any further commission requests will be rejected.

## **Selling or buying a suit build by us:**

We don't buy back a suit we sold to you. If You bought a fursuit at an auction but you don't like it or you commissioned a fursuit and changed your mind and want to sell it, please resell it yourself or contact me for help with reselling. We like to inform the buyer that we are the creator and offer support.

## **Safety Advices:**

You need to understand that fursuits can be uncomfortable and difficult to wear. Your vision is less than normal, it can be hot, it's harder to breath, your agility will be low. We are not responsible for any stumbling, falling, tripping or overheating that may happen while wearing your fursuit. You wear it at your own risk.

We recommend that you always have an assistant / handler who can look after you during the entire costume period. Our masks are suitable for use with glasses. But it's better to use contacts for maximum comfort.

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## **Picture Guideline:**

We reserve the right to use WIP photos as well as photos of the finished costume taken by us or by a photographer we have hired. We own the rights to these photos and may use them for advertising on our website, in portfolios and other galleries, on social media. We may use them to print flyers, business cards and other display materials.

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## Payment

1. We don't do commissions for material cost.
  2. All payments have to be made via PayPal and in USD.
  3. We don't accept trades or alternative payments.
  4. If we accepted a commission, we will send an invoice via PayPal
  5. If not stated otherwise, we will send the invoice to the mail address that was used to contact us.
  6. At first you need to pay a down payment, which is 50% of the final price we agreed on. This covers the costs of all materials for the project. We do this, so we can order all needed material and can start to work on your commission immediately. If the final price of your suit will be more than \$3500 we can agree on a smaller down payment. (At my discretion)
  7. The first payment must be made within 3 days after order approval. If you fail to send the payment in time, without contacting us, it may result in the cancellation of your slot and rejection of commission requests in the future.
  8. After payment of the invoice, any changes to the commission that reduce the final price, will not be cleared.
  9. If you like to provide your own materials, please let us know in the email / confirmation message, and we can discuss the applicability and other details. But please be aware that we prefer to order the materials by ourselves.
  10. If your commission is done, we will not deliver it until the full payment for the commission and the shipping costs are paid.
  11. If you want to change the design of your character after the work on your commission has already started, an additional payment will be due.
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## Returns / Cancellations

1. We have the right to refuse service to anyone. If we decide to cancel your commission, you will get a refund deducted by the material costs (30%).
  2. If your project is in the making and the completion status is between 50-100% you are not eligible for a quick cancellation and refund. In this case, we will change the design and sell the finished fursuit. Then you will get a refund, deducted by 30%.
  3. If a project will be canceled, we reserve the right to save, modify and sell any progress made for this commission. We will never sell canceled commission work without design changes, so that the project no longer resembles the client's character.
  4. A refund for a commission which turns out being a copy of someone else's character is non-refundable. If we get irrefutable evidence of plagiarism, you have chosen this path deliberately at your own peril.
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## Rules of Communication:

1. Communication can be done in Russian or English. Other languages will not be answered.
2. Direct communication only! Please no intermediaries.
3. We do not accept any audio messages, phone calls or video chat. If you need to approve something while we work on your commission, or if you want to show examples, photos can be added to the conversation.
4. We have the right to cancel the commission, if we are experiencing difficulties in communication.
5. The basic agreement has to be done via our official mail address. Further details during construction can be discussed via mail or Telegram. Other messaging platforms will not be used.
6. Details not discussed before receiving the advance payment will be ignored!
7. You will receive WIP images from time to time. If you do not like it for any reason, please let us know.
8. Sometimes we post "sneak previews" about our work on social media. If you'd like to keep your project to remain confidential until completion, please let us know.
9. We post WIP photos on our Patreon regardless of your decision about publishing them on other platforms and social media.
10. Please don't ask for updates on a daily base, this can cause a cancellation.
11. You need to inform us in a timely manner if you see a mistake made by us.
12. We are located in Russia, Moscow (GMT + 3). Please be aware of the possible time difference!

If you have not heard from us for more than 2 weeks, do not hesitate to let us know. Otherwise, know that your project is being worked on. Feel free to ask how your commission is progressing, but please don't be pushy or rush me if we haven't set a specific deadline.

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## Measurements:

1. We provide a list of measurements after prepayment.
2. Your measurements must be submitted within 2 weeks. Otherwise, work may be postponed.
3. We may ask you to re-measure if we deem it necessary. If we ask you for additional measurements, these must be provided as soon as possible.
4. For complex designs, like muscles we may ask for a duct tape dummy (DTD).
5. We are not responsible for wrong size if you provide wrong measurements or poor-quality DTD's.
6. You can send me shoes you bought specifically for making your fursuit. I do not accept used shoes to work with.

We will build a test bodysuit out of linen and send it to you, for checking the measurements and the correct fit of the suit, if we deem it necessary. The test bodysuit can be cut to see where a little more room is needed and there is no need to send it back to us. We cover all the costs associated with the test bodysuit.

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## **Shipping:**

1. The commission price does not include shipping costs! Please be prepared to pay additional international shipping costs ranging from \$100 to \$700 USD or more depending on where you live and the shipping service you choose.
2. Local pick-up is not possible.
3. Worldwide delivery can be arranged. But please make sure that the import is not prohibited due to local laws or a ban on imports, remitted by the country you live in.
4. Delivery to Germany can be handled by our helper, who is located in Germany.
5. We give you a choice between two shipping companies (EMS or DHL Express). Both delivery methods require signing by the recipient. But EMS is not insured.
6. You will be provided with a tracking number as soon as the package is shipped.
7. We are not responsible for any customs taxes or additional fees you may be charged when receiving your delivery.
8. We are not responsible for parcels that get lost or damaged during delivery. If you choose DHL it will be insured, if you choose EMS it is not impossible to book insurance.
9. Of course, we will provide help with repairs if anything gets damaged during delivery. You can contact us at any time.
10. Please unpack and allow the foam inserts and whiskers to unfold before wearing your fursuit.

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## **Warranty and Repairs:**

Our fursuits are designed to last a long time, but basic maintenance is required. If you need advices for this, feel free to check out the fursuit care section on our website.

You will get initial warranty of 30 days after receiving your fursuit. During these days you can check the perfect fit and / or report production defects to us. If we made any mistakes, we will fix them at our expense.

If you provided incorrect measurements it is not covered by the warranty. We are not responsible for any damage on your costume which is caused by poor maintenance or bad treatment.

If a repair is needed within the first 30 days after you got your fursuit, we will not charge money for it, but you have to cover the shipping costs.

If the initial warranty is over and you get a problem with your suit, we will gladly help you with repairs. The price we charge for repairs may vary, depending on the complexity of the repair or if we need to completely replace any part of the fursuit. This will always need to be discussed individually.

Installing additional zippers or similar modifications will automatically void your warranty, we won't give any repair assistance and you won't be able to order from us again.

If you send your fursuit back for repairs it needs to be clean. If your fursuit looks dirty or smells bad, for medical and sanitary reasons, we will not repair anything. We will send it back to you on your expense directly.

All attempts to adjust / repair / upgrade your fursuit yourself or by other manufacturers without experience will void your warranty. Please talk to us, if you need help. But please contact us before sending your fursuit to us so that we know which repairs we need to perform and can make sure the fursuit is shipped to our current address. Please keep in mind that we are still working on other projects and assignments besides repairing your

suit, so repairs will not be immediate and may take a while. Our schedule, availability and timeline for completing your repairs will always be provided when discussing any repairs, you may need.

As a costume performer, you are strongly encouraged to learn some of the basics of hand sewing if you are able, as this will allow you to do very minor repairs yourself.

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**List of materials we use:**

➔ Note: Not all materials in this list will be used on each costume. If you have any concerns or questions regarding the use of alternative materials for your costume, do not hesitate to contact me.

- faux fur
- fleece, mink, spandex, nylon or other textiles
- velcro or fasteners from Fastex
- reinforced or rubber thread
- fishing line
- EVA, foam, polyurethane and foamed PVC
- 3D printed PLA pieces, epoxy resin, fiberglass plastic
- silicone
- acrylic paint, clearcoat
- neodymium magnets
- rubber mats
- polyester fiber stuffing
- bolts, springs and other metal pieces
- LED's, fans, wire
- adhesives (cyanoacrylate, polyurethane, polychloroprene, hot glue, silicone)

