

NeutralGoddex Cosplay Commission Terms of Service

Last updated: 5/27/23

➤ Payment

- All prices are listed in USD
- At this time I am only offering commissions to inquiries in the United States.
- Payment will be through PayPal Invoices
- Payment plans are encouraged! I require a first payment of at least the base cost of materials once the commission contract has been signed, which will be charged in the form of a PayPal Invoice.
 - I will allow a buffer period of 48 hours before the first payment should be paid before sending a reminder, and if the initial payment is not given within one week of the signing of the contract, I will cancel the contract and move onto another commissioner. If there are extenuating circumstances that may cause a delay in this payment please reach out to me and I can extend this time frame.
 - All other payments will be worked out with a scheduled timeline throughout the duration of the deadline. We can work out bi-weekly/monthly payments, or work through costume milestones.
- Generally speaking, the final cost breakdown is as follows:
[Cost of Materials] + [\$20 per estimated hour of sewing] + [Overhead costs of 10% of combined materials and labor to cover machine/supply maintenance] + [Shipping (if needed)] = Total Cost

For example, a garment that takes 20 estimated hours to complete and \$100 in materials will cost: [\$100] + [\$400] + [\$50 (10% of \$500)] + [Shipping] = \$550 Total plus shipping (if needed)

- If there is a large discrepancy in the estimated hours for completion versus the actual hours for completion, I will let you know and we can work through a few options of how to proceed.
- Full payment must be made before the garment is shipped out. The final payment will likely include whatever balance of the quote is left and then a shipping fee to be determined near the end of the construction.

➤ **Shipping**

- Shipping is an additional fee to be added separate from the price of the commission.
- At this time I only offer shipping to the United States.
- Usually I ship through USPS or UPS but we can chat if you have a different shipping service you would like to use.
 - Depending on the size and weight of the commission, we can look at different pricing options (such as flat rate shipping, priority shipping, etc.) to find the best fit for your needs.
- All commissions will be provided a tracking number to track the progress on the shipping.
- I am not responsible for any damages accumulated through transit after shipping the commission. If there are any damages or if your commission is lost please contact me and I will do my best to make sure we can minimize any damage, but I can only do so much after the commission is out of my hands. I will do my best to provide a

sufficient buffer between the costume and the package barrier to prevent damages.

- I plan to ship commissions out at least 2 weeks before the final deadline that is given to me. This is to allow enough time for transit and for the commissioner to have the commission early for their event.
 - If you require a larger buffer between my shipping date and your final deadline please let me know!
- For those in the Chicagoland area, I offer in-person pickup if you do not want to pay a shipping fee! All pickups will be arranged at a public space determined and agreed upon by both parties.

➤ **Crediting**

- After the commission is received I would love to see it! I love seeing people wearing my work in-person and online.
 - For dedicated posts on platforms such as Instagram, Twitter, Reddit, Facebook, TikTok, etc.: Please clearly list a credit in the description of your post. Anything along the lines of [Cosplay commissioned/made by @neutralgoddex on Instagram/Twitter] is more than acceptable. I have accounts on both Instagram and Twitter that can be directly tagged with that username!
 - For posts such as Instagram stories, with a much shorter “shelf life”, I greatly appreciate a tag on the post, however it is not necessary! Especially if you are making multiple posts in said garment (such as if you are posting from a convention or a photoshoot). This is not required, though I would love to see you wearing it if you do happen to post it on your story and tagging me is the best way for me to see it!

➤ **Right to Decline Commission/Refund Info**

- Unless otherwise stated, all commissions are for personal use only.
- I hold the right to decline a commission for any reason, including but not limited to:
 - Commissions being closed
 - Personal/Family Illness
 - Any costumes with harmful/racist imagery or hate speech
 - Inappropriate behavior
- If I am unable to finish a commission that has already been started, I will contact you as soon as I find out and we can work out a partial or full refund depending on the state of the commission.
- For commissions that require elements that are NSFW in nature, I will only be taking clients who are 18 years or older. I will request proof of age with ID if this is the case. Thank you for understanding!
- A full list of measurements that are needed (along with a guide on how to get these measurements) will be provided should I take on your commission. It is the commissioner's responsibility to get accurate measurements in order for the piece(s) to fit. If the commission does not fit due to error on my end, either a partial refund or additional work on the garment to get it to fit will be offered.
 - If your measurements change throughout the commission process and you have concerns about a piece not fitting, please reach out!

➤ **Other Important Information**

- All materials purchased will be run through the commissioner before purchase.

- This is to make sure the materials used are budget-friendly to the commissioner and do not contain any allergens.
- Depending on the complexity of the garment, a mockup may need to be made. I am more than willing to ship out this mockup for the commissioner to try on and give feedback before going into the final fabric.
- For those in the Chicagoland area, I am open to doing in-person fittings if you would prefer that! I am fully vaccinated against Covid-19 and am up to date on my boosters (as of May of 2023). I mask in all public spaces and ask that you mask as well during the fitting if you are able to.
- If you have any concerns at all please do not be afraid to reach out! My email is neutralgoddex@gmail.com and I will do my best to get back to you with any questions in a timely manner.

Thank you so much for reading through my Terms of Service! These terms are subject to change and will be updated on my website in a timely fashion.

I hope to work with you soon!