
Dragon Soup

Terms of Service

Updated July 7th, 2017

By agreeing to purchase a product from Dragon Soup (the “Artist”) and sending payment, you are indicating that you (the “Client”) have read and agree to all of the terms outlined below.

General Policies

Dragon Soup is a costume making business that is owned and operated solely by Rachel Converse in California.

The Artist will not enter into a contract with anybody under the age of 18. Minors wanting to commission Dragon Soup must do so through their parent or legal guardian.

The Artist will not make art of copyrighted characters, including characters from Pokemon, Disney, etc. The Artist will not make art of characters not owned by the Client without expressed permission from the character owner.

Communication

All communication regarding the commission will be done through the Artist’s email: rconverse@dragon-soup.com

Dragon Soup’s business hours are from 9AM to 6PM PT Monday through Friday. Emails will be answered within 2 business days. Clients will be notified ahead of time through email if the Artist will be out of the office for an extended period of time.

Concept Art and Style

Concept art or a detailed text description is required for a price quote. Adult art is accepted, but please keep the art relevant.

Artistic liberty commissions are accepted. The Client may suggest general concepts like species, color, design elements, etc. but The Artist has the final say on the artistic liberty commission’s design.

The Client will be told via email when work has begun on their project. Once work has begun, major design changes (color, species, etc) will not be made. Minor changes will be handled on a case-by-case basis. The Artist will charge for the labor and material costs needed to facilitate mid-project changes.

Dragon Soup will not imitate the style of another fursuit maker.

Quote Process and Payment Information

All prices are in USD and all dates and/or times are in Pacific Time (-07:00 hours). Payment methods accepted are Paypal and Square. All payments will be outlined in an invoice; please do not send money without receiving an invoice first.

Price quotes are valid for 90 days. Dragon Soup reserves the right to change pricing to reflect changes in labor and/or material costs after 90 days.

A 30% non-refundable deposit is required for all projects over \$500. This will secure the Client a slot in the work queue and covers design, research and material costs.

Once the Client has approved of the quoted price, they will be invoiced for the deposit amount and their slot will be reserved. If the invoice is not paid within 14 days, the Client's slot will be forfeit.

Payment plans must be negotiated before the initial invoice is sent. The rate at which payments are received affects the Client's position in the work queue. Missed payments will delay the completion date provided in the price quote.

Payment plans for items under \$500 are not accepted and the invoice must be paid in full up front.

Sizing

Dragon Soup is not open for full body costumes at this time.

A list of measurements required for each project will be given to the Client after the down payment invoice is sent. The Client must provide the measurements before work begins or the project completion time will be delayed. Please use a fabric tape measure. Do not use a piece of string to take your measurements.

Deadlines and Scheduling

During the quote process, a completion date will be estimated. In general, projects should not take longer than six (6) months. If the Artist is unable to meet the estimated completion date, the Client will be updated as soon as such inability to meet the estimated completion date becomes apparent.

Delays in sending the requested measurements or in making payments will ultimately delay the project completion date. Projects will not be shipped to the Client until full payment is received.

If the Client has a convention deadline in mind, it is required that they make this deadline known during the quote process. Sudden mid-project deadlines will not be accepted. Any rush fees will be negotiated during the quote process.

Shipping

Shipping costs within the continental United States are **not included in the price quote**. Once the Client's project is completed, they will be sent a separate invoice for shipping. By default, all items are shipped through USPS with a tracking number and signature confirmation.

Large items can cost as much as \$50 to ship within the United States and as much as \$100 internationally so please budget accordingly.

For international Clients, Dragon Soup is not responsible for customs fees or tariffs; it is the responsibility of the Client to research what to expect when importing goods from the United States. Dragon Soup will not mark shipments as "gifts" to avoid fees.

Items will not be shipped to convention hotels. If the Client and Dragon Soup are attending the same event and arrangements are made previously, the item can be delivered in-person. Local pickup can also be negotiated.

Warranty and Repair Policy

All commissioned items come with a 90-day limited warranty for workmanship defects. If something breaks due to workmanship defects during this time (popped seam, glue coming undone, paint rubbing off, etc) repairs will be made at no cost to the Client. Dragon Soup will cover shipping from and to the Client. If the Client is outside of the United States and shipping is very expensive, other arrangements will be made, such as repairs by another artist or a partial refund.

After the 90-day limited warranty period, the Client will be charged for repairs at a rate of \$20 per hour plus material costs. The Client will be responsible for shipping from and to themselves.

The 90-day limited warranty does not cover, under any circumstances, abuse, theft, fire, acts of God or unapproved modifications.

Cancellations

If the Client wishes to cancel the project and work has not begun, all monies paid will be refunded up to the 30% non-refundable deposit. If work has

begun, the Client will be refunded up to an amount reasonably reflecting how much labor has been put into the project, at the sole discretion of the Artist.

A cancelled project, in which work has already begun, will have the design changed and the project will be sold at auction.

Dragon Soup reserves the right to cancel a Client's project for reasons including and not limited to: poor communication, harassment or general poor behavior by the Client.

Allergy Warning

Dragon Soup operates out of a home with two cats. They are not permitted in the main work room or where materials are stored, but it cannot be guaranteed that projects will not come into contact with cat hair.

Dragon Soup operates out of a completely smoke-free home.

No materials currently used contain latex. Please let the Artist know if you have any other allergy concerns.