

# Barking Mad! Suits Terms Of Service

This read-only terms of service contract verifies that the customer agrees to all of Barking Mad! Suits' terms listed.

## Ordering

The customer verifies that they are at least 18 years of age, and must provide a scanned copy of a state issues photo ID in order to commission Barking Mad! Suits. The customer may “block out” everything on the ID except for their name, birth date, photo, and home address. This information will in no way be shared.

The customer understands that they are ordering a handmade, one of a kind costume made by an artist. This product may contain imperfections, flaws, and/or inconsistencies, as it is handmade.

Barking Mad! Suits reserves the right to terminate the customer's commission at any time, with or without prior notice. Grounds for termination of the commission include, but are not limited to: Defamation, abuse, harassment, stalking, threats, and violation of the privacy of the owner and business partners of Barking Mad! Suits.

Barking Mad! Suits verifies that the product is made in a pet- and smoke-free environment to ensure a product containing minimal allergens.

The customer's project must be accepted by Barking Mad! Suits to begin the ordering process. Barking Mad! Suits will not hold or reserve a commission.

The customer may not modify the character concept after being accepted for a commission. That said, the customer may submit multiple quote forms featuring different designs.

Barking Mad! Suits will not recreate, imitate, or heavily reference any character, costume, or creation unless it is owned by the client.

## Payments

Payments to Barking Mad! Suits must be made via PayPal, Commiss.io, check, or money order in USD currency only.

The customer agrees to submit a non-refundable down payment of 30% of the final cost for any

product quoted at over \$100. This down payment reserves the customer's position in the Barking Mad! Suits queue, and covers most of the materials for the product. Following payments may be made in monthly increments or in full, based on approval by Barking Mad! Suits.

Barking Mad! Suits strongly recommends that potential customers are financially capable of buying their desired product before reaching out via email or submitting quotes. If the customer does not make scheduled payments on time, their position in the queue is subject to change.

Late or missed payments will be met with a fine of \$20 per day (24 hours) after the day of the missed payment, and may result in termination of the commission should any payment be over 2 weeks late.

## The Wait and Preparation

Commissions may take 3 or more months, as Barking Mad! Suits is often busy, and will always strive to get the best possible product to the customer in a timely fashion.

After payments are complete, it's time for preparation. If the customer has commissioned a "full suit," they need to make a Duct Tape Dummy (DTD). This will help the costume fit the customer's body. A well-made DTD will result in a well-fitting "body suit." Barking Mad! Suits cannot guarantee a well-fitting "body suit" if given a poorly-made DTD (tight, bent limbs, falling apart, etc.). For a digitigrade "body suit," the customer must also tape the tops and edges of their feet in the DTD.

The customer verifies that the "body suit" will be made to fit the DTD, independent of customer physique, weight, or height change.

## Refunds

Design changes cannot be made after the deposit is placed. The customer should be absolutely satisfied with their design before work begins.

Barking Mad! Suits does NOT offer realistic or airbrushed costumes, but does specialize in "cartoony" and dramatic costumes of customers' characters. The customer should be sure that this is what they want before agreeing to a commission.

After the costume is completed, no refund may be made. If the commission is canceled during construction, the refund will vary based on time, material, and other investments made toward the project.

The customer verifies that the down payment cannot be refunded. If the customer paid for the costume in full, this is 30% of the full price. Additionally, the customer verifies that full refunds are not offered in any circumstance.

## Works in Progress

Work on the project will not begin until it is at least 80% paid off. Barking Mad! Suits will attempt to send regular updates and progress pictures while working on the customer's suit, and asks that the customer is patient if progress shots have not been sent in a while.

Barking Mad! Suits maintains a set schedule for every costume in its queue; when progress begins on one suit, it will be finished after starting. Barking Mad! Suits aims to work on one project at a time, and the customer verifies that they will not harass Barking Mad! Suits while the costume is being made: it will be ready in due time.

The customer verifies that they will not share work in progress images, as these images are sensitive and may be exploited by third parties.

Barking Mad! Suits will ask the customer to approve furs used for the project if deemed necessary. Common colors (black, white, elementary colors, etc.) do not need approval. As not all fur and fabric colors are available, the customer agrees that Barking Mad! Suits may match these colors on a case-by-case basis, to the best of their ability.

## Deadlines

Barking Mad! Suits does not have absolute deadlines, but does offer estimated completion dates, which are subject to change. The customer agrees to this, and verifies that missed completion date estimates are not grounds for a full refund. As completion dates cannot be predicted exactly, Barking Mad! Suits will provide you with the best estimate of when the customer's costume may be completed. Barking Mad! Suits does not guarantee convention deadlines, as we do not want to rush work or create any product of a lower quality than the best we can offer.

The customer agrees that failure to make payments on time or provide items requested in a timely fashion may cause delays in the construction of their costume. Additionally, the customer verifies that it is their responsibility to inform Barking Mad! Suits on everything that needs to be known about their commission.

## Shipping

Barking Mad! Suits primarily ships via USPS and UPS, and does not cover shipping charges. We can ship internationally and via expedited shipping per customer request. The customer agrees to cover all shipping and handling costs.

Barking Mad! Suits highly recommends purchasing insurance on the package being shipped, as we have no way to get the product or a reimbursement for the product should it be lost in the mail. While this is a rare case, it is possible, and the customer waives Barking Mad! Suits of any responsibility should a shipment be lost in the mail.

International shipping will be done through USPS; the product will arrive between 1 to 3 weeks of its shipment date, but may take longer in certain cases. The customer agrees to cover all shipping charges, and waives Barking Mad! Suits of responsibility for the package after it has been shipped.

The customer agrees that shipping options will be discussed upon product completion, and verifies that they will pay for return shipping for any reason.

## Repairs

Barking Mad! Suits will gladly correct any initial issues that we are at fault for at the request of the customer within 7 days of the product's arrival.

The customer agrees that wear and tear is normal for any type of clothing, and that the costume will not last forever. That said, Barking Mad! Suits is happy to perform repairs on small imperfections on the costume at conventions (Sew small rips, glue loose pieces, etc.). Feel free to contact Barking Mad! Suits via email with any concerns.

Barking Mad! Suits reserves the right to deny repairs to any customer for any reason. Repairs will be denied if we feel the product has been mistreated or intentionally harmed in any way.

Large repairs/modifications are case-by-case projects. The customer agrees to pay \$30 per hour on large repairs and modifications, and they agree to pay all shipping costs incurred. All details must be discussed prior to shipping.

The customer agrees that all future repairs may be voided by alterations or modifications performed not by Barking Mad! Suits.

The customer agrees to thoroughly clean any product before shipping it for repairs.

## Sizing

The customer agrees to send Barking Mad! Suits a properly- and well-made DTD, as well as correct measurements. The customer agrees that the “handpaws” of their costume will be made in a universal size. The customer agrees to submit a shoe size, and that no shoes will be incorporated into their costume, as Barking Mad! Suits builds the “feetpaws” of the costume from the ground up.

## Performance

The customer verifies that they realize that, while wearing an animal costume, their vision will be impaired, they will get warm, their dexterity will be decreased, and their feet will be in giant fuzzy slippers, all for fun. Barking Mad! The customer waives Barking Mad! Suits of any responsibility for any and all injuries incurred while wearing any product of any kind created or modified by Barking Mad! Suits.

By signing this document, the customer is in agreement with all of Barking Mad! Suits' Terms of Service as outlined in this document, and agrees to all changes made in Barking Mad! Suits' Terms of Service from the date of signing.