

Terms of Service (EN)

- private commissions

These Terms of Service apply to non-commercial commissions only and can be edited without notice.

By placing a commission to me, *Sayamete*, you, *the client*, agree to ALL the following statements:

I RESERVE MYSELF THE RIGHT TO:

- Decline any commission (before payment) for any reason.
- Cancel any commission (after payment) for any reason and refund the client according to the time already spent on the commission.
- Adjust my prices accordingly.
- Include your commission into my portfolio (offline, Instagram, DeviantART...).
- Keep full rights to the image.

IT IS PROHIBITED TO...

- Mint your commission as an NFT.
- Re-sell your commission.
- Claim your commission as your own work.
- Use your commission on sold products (book covers, posters, CDs, clothing...). Contact me for commercial commissions.

PAYMENT

- The full payment has to be made upfront, before I start working on the commission.
- If PayPal allows it, you can use their 4 times payment option as it doesn't impact me.
- PayPal fees are already included in my prices.
- If your invoice isn't paid after 7 days (1 week), I'll consider your commission as canceled. You may send your request again but I'll not be able to ensure you a slot.
- All my prices are in Euros (€). You can use Google's live currency converter to know how much it is in your own currency.

DEADLINES

- No specific deadline can be requested after your commission has been paid.
- If you have a specific deadline, please ask me before I send you the invoice as it implies an extra fee and depends on my schedule.

TIMEFRAME

- The commission will get done within 2 months after I have received the full payment.
- If I can't get it done within 2 months, you'll either be notified before paying, or will get notified and have a choice between:

- Receiving a full or partial refund depending on the commission advancement (time already spent on it) and I stop the commission;
- Letting me more time to finish it (no refund).
- If I get no reply from you, I'll consider the commission as kept and will possibly finish it before your reply regarding the extra delays. There will be no refund in this case.

DELIVERY

- The final commission files are .jpg or .png, 3508*4961px, 300 dpi (A3 format).
- I'll send you at least 2 files: 1 with transparent background (png) and 1 with a block color background (white, black, or any color).
- I don't give out PSD/source files.

REFERENCES

- I only work with visual references.
- If you don't have visual references, character design will cost an extra fee.

CHARACTER COMPLEXITY

- If a character design is complex, it may imply an extra fee. This is entirely subject to my own judgement and may include:
 - High-level of outfit details
 - Wings
 - Armor
 - Weapons
 - Vehicles

REVISIONS

- 1 revision is included for sketches, after I have finished it.
- 1 revision is included for chibis, after I have finished the sketch.
- 2 revisions are included for pin-ups, 1 after I have finished the sketch and 1 after I have applied the base colors.

REFUNDS

- No refunds can be requested.
- I may give out partial refunds in these specific cases:
 - I have exceeded 2 months after the full payment and haven't finished your commission, and you want to discontinue it;
 - I have an exceptional event which makes me unable to finish your commission;
 - I don't feel comfortable in my capacity to fulfill your request and have to give up after starting the commission.