

Marvok the Dragon's Terms of Service Contract

These are the policies and guidelines that are expected to be followed by the commissioner in regards to the ordering process. I retain the right to refuse service if one (or more) of the policies listed are violated or disregarded with no refunds for work already previously rendered.

I. HOW TO SUBMIT COMMISSION REQUEST

In order to submit a commission request, it must be done so **ON THE SITE(S) OF THE ADVERTISEMENT!** This is because the link to the order form is located there so that filling a ticket out is quick and easy for you to submit. If you receive a reply from me confirming your selection, you have 24 hours to confirm your slot along with a date and time that you would be available for a video conference in order to go over the details of the commission and finalize any paperwork needed along with the down payment for the commission.

II. COMMISSION SELECTION PROCESS

Commissions are NOT first come, first serve and are ultimately determined and chosen by me at my own leisure. One may *improve* their chances at being chosen by the amount of materials that are submitted alongside their commission form and/or information provided on the details of the commission so that it may be completed quicker. There will still be the required meeting via video chat in order to confirm the validity of the ID provided along with going over the details of the commission. Commissions are collected in batches, meaning I will be accepting commissions up to the number of slots I designate and may be subject to change from batch to batch and may not be the same amount of slots available every time commissions open. The down payment is always due during the virtual meeting after the final review of your order has been confirmed and the PayPal link has been given to you.

III. COMMISSION WORK QUEUE POLICY

To maximise productivity, after **ALL** meetings are conducted for the available slots the commissions are arranged in the work queue according to difficulty and time needed for completion. As an example, if the commission queue consists of 1 portrait, 1 composition, and 2 icons; I will place the icons first in the queue due to their shorter completion time. The easier and faster a commission is, the sooner it will be placed in the queue and completed. In the event of multiple commissions of the same type, the commission with more detailed information and references shall be placed towards the front of the queue due to more materials being made available. Clients will receive an email (or DM if preferred) of when their turn in the queue has come and work on their commission has begun.

IV. UPDATES AND PROGRESS REPORTS

Clients will receive progress at notable intervals during the commission such as the linework, color, shading, and background stages to list a few. Additional progress reports can be requested, but only in moderation as daily progress reports do not typically yield enough progress to assemble a worthwhile progress report. Daily reports are **NOT** available unless I provide them. Failure to adhere to this policy and further harassment will result in further business being denied.

V. REFUND POLICY

Refunds are only given at my discretion in situations in which I am unable to perform any further action on a commission before its completion. Any other requests for a refund must be submitted and discussed with me with the reason, a full explanation, and all attempts to rectify the problem have been attempted without success. The down-payment for the commission slot is **NON-REFUNDABLE** due to it being a means to secure your commission's slot and is paying for the initial work and paperwork processing.

VI. ARTIST CREDIT / TAMPERING POLICY

My signature and/or watermark(s) must not be blocked and/or tampered with on any finished or W.I.Ps shared with you during the commission process under **ANY** circumstance **EVER!** Any tampering with my signature and/or watermark(s) on my work and trying to enact plagiarism is a serious offense that will result in an immediate cease and desist order sent directly to you followed by a copyright infringement charge on whatever platform the tampered work is currently displayed. Further violation of this policy will result in further legal action as necessary. This is **NOT** limited to external users as clients are under this policy as well, and those caught in violation of this policy will result in any future work being terminated and any pending transactions will be scuttled with no refunds.

VII. PAYMENT POLICY

All payments are paid through **PayPal ONLY**, and no other payment method will be accepted. All commission orders **MUST** have a down-payment of at least **\$20 USD** (*with the exception of icons for only \$5 USD*) in order to secure your commission slot. The down-payment is collected either during or after the virtual meeting with me reviewing your order and ID confirmation. This down-payment is **NON-REFUNDABLE** as they are the means to secure the commission slot. After the down payment is made, you have the option of these types of payments to suit the needs of your payment...

- Full up-front payment (*preferred*)
- 50% at start of commission, 50% at end of commission.
- Payment Plans; will be discussed on the amount paid at determined intervals.
Additional paperwork will be required.

Failure to pay will result in the halting of work upon the project, cancellation of the project, and/or withholding of the full resolution / unwatermarked files until payment is made for their release.

VIII. CLIENT SIGNATURE AGREEMENT

By signing this document, I the client hereby agree to the policies stated above and accept the terms of payment agreed upon in the overview of my order. Any forgeries and/or unauthorized alterations to this document can be met with an immediate cease to any in-progress project and any further business with be denied and met with a permanent ban from Marvok the Dragon's services and may lead to further legal action depending on severity of the offense.

Client Name: _____

Date: ____/____/____

Client Signature: _____

