

ArtistSydneeB's Terms of Service

General

- A client can commission and correspond with the artist by contacting her via email
- By commissioning the artist, you ensure that you have reviewed her terms of service and have accepted the conditions set therein. **Please read the agreement carefully before proceeding with an order or inquiry.**

Unacceptable Commissions

The artist will generally not accept commissions for the following reasons:

- Order includes depictions of hateful or harmful content/ rhetoric
- Order includes extreme NSFW content
- Order includes targeted/ defamatory messaging towards others

The artist retains the right to decline any commission order without a detailed explanation.

Usage and Credits

- The artist has the right to use, display, and reproduce the artwork for promotional purposes
- The commissioner may post on social media platforms providing credits to the artist
- The commissioner may not claim ownership or authorship of the artwork
- Using the commission in relation to AI generation tools is prohibited

Payment Policy

- The payment must be made via PayPal, in USD
- The commissioner will pay 50 percent of the total commission cost up front
- The artist will only relinquish the final product to the commissioner in full resolution after receiving full payment

Confidentiality Agreement

- The artist and the commissioner will **not** disclose each other's personal or financial details to **any** third parties

Process

- The commissioner will contact the artist via email, when ready to start the commission process
- Once the artist agrees to the commission, the commissioner will provide 50 percent of the total cost up front
- The commissioner will provide mood boards, references, or notes regarding the artwork
- The artist will then enact the steps listed below, updating the commissioner via email with screenshots and notes until completion

For Mature and Chibi illustrations, the following steps are taken:

- Rough sketch (**client validation**)
- Line art refinement (**client validation**)
- Flat color (**client validation**)
- Final lighting and rendering

Upon completion of these steps (as they apply to the commission order) the artist will provide a lower resolution file of the piece. Upon review, and receiving the full payment amount from the commissioner, the artist will then relinquish the high resolution file of the artwork, completing the sale.

Revisions

- The commissioner is entitled to **1** major revision to the artwork (exclusive to the rough sketch stage)
- The commissioner is entitled to **3** minor revisions to the artwork (exclusive to the rough sketch, line art refinement, and flat color stages)
- Major revisions mean the following: change in composition, change in character pose, change in character design
- Minor revisions mean the following: color adjustments, slight adjustments to character clothing or accessories, image cropping

Completion Time

- The artist commits to finishing chibi commissions within 10 days of accepting the commission
- The artist commits to finishing mature commissions within 20 days of accepting the commission
- The details of any rush orders and associated charges must be discussed and agreed upon by both artist and commissioner

Artwork Delivery

- Upon the completion of the commission and the payment process the artist will relinquish the artwork file as a jpeg, pdf, or png file
- Commissions purchases are for digital files only- no physical copies will be provided

Cancel/ Refund Policy

- Refunds will not be offered to the commissioner after the rough sketch phase has been completed
- If the artist does not receive a response from the commissioner regarding process validation within 15 days, the commission will be considered abandoned. The artwork is then subject for deletion, and no refund will be available
- If at any point the artist must cancel a commission, the commissioner will receive a full refund

Thank you for reading. Once again, by commissioning the artist, you ensure that you have reviewed her terms of service and have accepted the conditions. If you, as commissioner, agree to be bound to this agreement, please proceed with contact.