

# Terms of Service (TOS)

These Terms of Service (TOS) govern all transactions and commission agreements between the **Tail Works** studio and the client. By submitting a deposit or signing a contract, you agree to comply with the rules below.

## 1. Age Restriction & Representation

- **Minors Policy:** We do not conduct financial or legal transactions with individuals under the age of 18.
- **Legal Guardian:** If the final user of the fursuit is under 18, the service contract must be filled out, signed, and submitted by a parent or legal guardian, along with matching proof of identification.

## 2. Engineering & Materials

- **TPU Structural Base:** We do not use traditional synthetic upholstery foam for the structural bases of heads and parts. Instead, our internal structures are 100% 3D-printed using flexible Thermoplastic Polyurethane (TPU) or foaming TPU. This ensures sweat immunity, durability, and convective airflow.
- **Faux Fur Curated Selection:** We exclusively use high-quality imported synthetic faux fur. We reserve the right to reject client-supplied fur if its quality does not meet our production standards.

- **Custom Colors:** If the commission requires fur colors or textures outside our standard catalog, the shipping and import costs will be added to the final budget.

### 3. Payments & Fees

- **Payment Methods:** National payments are processed via payment links (e.g., PIX).
- **Credit Card Installments:** Installments are optional, but all transaction fees and interest charged by the payment gateway will be passed on to the client.
- **Non-Refundable Deposit:** To secure a slot in our queue, a deposit of **30% of the total quote** is required. This deposit is strictly non-refundable as it covers initial administrative, planning, and material acquisition costs.

### 4. Cancellations & Refunds

- **Progressive Refunds:** If the client cancels the commission after work has begun, the refund percentage (excluding the 30% non-refundable deposit) is determined by the stage of production logged on our public Trello queue.
- **No Refund Threshold:** Commissions that have progressed beyond 90% completion are ineligible for any refund.
- **Zero Tolerance for Fraud:** Any unjustified chargebacks or disputes will result in the immediate cancellation of the project, forfeiture of the item, and the client

being blacklisted from our studio and shared artist protection networks.

## 5. Deadlines & WIPs

- **Duct Tape Dummy (DTD):** For fullsuit commissions, the client has up to 12 months from the booking date to send an anatomically accurate Duct Tape Dummy. Failure to do so will result in losing queue priority and potential budget adjustments due to inflation and materials.
- **WIP Approvals:** The client must respond to Work-In-Progress (WIP) approval requests (photos/videos) within 5 business days. Failure to respond allows us to pause the project or proceed under tacit approval.

## 6. Shipping, Logistics & Abandonment

- **Shipping Extra:** Shipping fees and transit insurance are not included in the fursuit quote and will be calculated once the product is complete, packed, and weighed.
- **Carriers:** Our standard carrier is Correios (Sedex/PAC). The client assumes all liability for loss or damage if they request an alternative carrier.
- **Convention Handover:** Hand delivery at conventions (e.g., Brasil FurFest) can be arranged in advance. Any airline baggage fees will be paid by the client.

- **Storage Fees & Abandonment:** The client has 30 days after completion notification to pay any outstanding balances and arrange shipping. After 30 days, a storage fee of R\$ 10.00/day applies. After 90 days of silence or non-payment, the fursuit is deemed abandoned and becomes property of the studio.

## 7. Warranty & Maintenance

- **Coverage:** We offer a 90-day warranty starting on delivery against hidden seam defects or TPU base structural failure.
- **Logistics:** Warranty repairs are free, but the client is responsible for all shipping costs to and from the studio.
- **Size Corrections:** Fit adjustments due to studio errors are free if requested within 30 days. Adjustments due to client weight changes or inaccurate DTDs will be charged.
- **Warranty Void:** The warranty is void if the fursuit is washed incorrectly, modified by third parties, stored damp, or subjected to physical abuse.

## 8. Health & Safety Warnings

**Cat Allergy Notice:** Our workshop is located in a residential setting that contains cats. While we thoroughly clean and sanitize items prior to shipping, we

cannot guarantee they are allergen-free. The studio is not liable for allergic reactions.

**Physical Limitations:** Fursuits restrict vision/hearing and generate extreme heat. Performers assume all physical risks, including heatstroke, falls, or exhaustion.

## 9. Intellectual Property & Authenticity

- **3D Files:** 3D head/claw base files and designs remain the exclusive intellectual property of Tail Works. Molding, casting, or commercial replication is strictly prohibited.
- **NFC Authenticity Tag:** Completed suits are embedded with a hidden NFC chip and QR code acting as a Certificate of Authenticity (COA). Removing or tampering with the chip invalidates the certificate.
- **Reselling:** You may resell your fursuit. The warranty is non-transferable, but the new owner must notify the studio to update the NFC ownership registration. Studio credits must always be maintained.