

COMMISSON TERMS OF SERVICE

Mariko Hamade | Updated 2026/10/19

PAYMENTS & REFUNDS

- Payment is due via invoice or VGen at start of work.
- No payment plans available for single item commissions.
- No refunds after work has started, unless I am unable to complete your commission by the agreed upon date.

DEADLINES, DELIVERY & REVISIONS

- Digital Proofs: I will provide a digital proof of the artwork/design before stitching for approval at this time there is a chance for adjustments to be made, if adjustments are made digital proof of adjustments will be provided, up to 2 rounds of adjustments are allowed. Afterwards one of the finished proofs must be approved.
- No Samples For Single Item Commissions: Physical sample test pieces are not provided. Once digital proof is approved design will be stitched. Due to the mixed-medium and handmade nature variances can occur in the final product.

SUBJECT MATTER & CONTENT BOUNDARIES

- Strictly SFW (Safe for Work): I will not create any NSFW pieces.
- Right of Refusal: I reserve the right to refuse or cancel commissions with subject matter I deem inappropriate, highly explicit, or uncomfortable.
- Furry & Anthro: SFW Furry and anthro character designs are welcome.
- Complex Designs: I will review intricate character designs on a case-by-case basis to determine if they can be accurately translated into fabric, and may refuse if I believe I cannot execute the design.
- Zero Tolerance for Abuse: Abusive, demanding, or disrespectful behaviour will result in an immediate cancellation of the commission.

USE & INTELLECTUAL PROPERTY RIGHTS

- Personal/Collector Use Only: These items are strictly for personal collection/display. They are not made for children or play.
- No Generative AI: I do not accept GenAI-created concepts, or reference materials.
- Ownership Verification: Reference materials must be freely available or owned by you. Stolen artwork or characters belonging to other independent artists without permission will not be accepted.

- *Adoptables*: I will only create plushies of adoptable designs if you provide proof of purchase/ownership of that design.
- Fan Art & Copyright: I respect copyright law. I accept certain fan art commissions. I may reject a commission if I believe it violates an IP holder's guidelines.
- I will not create fan work for manufacturing runs.

SHIPPING & DELIVERY

- Due to ongoing trade issues I only ship within Canada. Commissions from any other country will be declined.
 - A tracked shipping link will be provided once your item is completed and packaged.
 - Shipping times are handled by the shipping provider and are not calculated in commission timelines. These can be found once the item is shipped in the tracking link.
 - Cost of shipping within Canada is included in the commission price. Local pickup available for those in Winnipeg, please contact me directly.
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SMALL SCALE MANUFACTURING TERMS OF SERVICE

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PAYMENTS & REFUNDS

- Payment is to be paid via e-transfer or card via invoice provided.
- After concept is accepted for commission, design/digitization fee, and flat sample fee will be invoiced.
- Design and digitization to be calculated at a rate of \$15/hour, revisions to be calculated the same.
- Sample price to be calculated at current single item commission rates \$35+ increasing with complexity.
- Once sample is approved invoice for the batch will be sent. Payment must be received before work will begin.
- Per item price to be calculated with material cost + \$30/hour of labour cost. 12-15 pieces at a discount rate of \$25/hour, 16-24 at a discount rate of \$20/hour and 25-30 at a maximum discount rate of \$15/hour.
- No refunds after work has started at each stage, unless I am unable to complete your commission by the agreed upon date.

DEADLINES, DELIVERY & REVISIONS

- WIP will be provided at each of the following stages to allow revisions:
 - o Digital design
 - o Embroidery digitization
 - o Sample
- Revisions at the digital design and digitization stages to be calculated at a rate of \$15/hour.
- Revisions after sample provided will cost an additional flat sample fee in addition to revision rate stated above.
- After sample is approved no a revisions can be made.
- If sample is requested to be seen in person client must be able to meet in person in Winnipeg or pay the appropriate shipping fees.
- Timeline estimates for design/digitization and production will be provided at time of inquiry.
- Deadlines are set after invoices are paid and WIP are approved per stage.

SUBJECT MATTER & CONTENT BOUNDARIES

- Strictly SFW (Safe for Work): I will not create any NSFW pieces.
- Right of Refusal: I reserve the right to refuse or cancel commissions with subject matter I deem inappropriate, highly explicit, or uncomfortable.

- Complex Designs: I will review intricate character designs on a case-by-case basis to determine if they can be accurately translated into fabric, and may refuse if I believe I cannot execute the design.
- Zero Tolerance for Abuse: Abusive, demanding, or disrespectful behaviour will result in an immediate cancellation of the commission.

USE & SALES

- Not for children: They are not made for children and are not suitable for play.
- Items follow manufacturer testing rules (if applicable) for the following countries:
 - o Canada
 - o United States of America
 - o Australia
 - o New Zealand
 - o Japan
- Items are not test certified for sale in the United Kingdom or European Union.
- I will provide appropriate tax codes and manufacturing information for your items for international shipping.
- Manufacturing information tags and batch number (if applicable) will be provided/included.

INTELLECTUAL PROPERTY RIGHTS

- No Generative AI: I do not accept GenAI-created concepts, or reference materials.
- Ownership Verification: Reference materials must be owned by you or your business. Stolen artwork or artwork belonging to other artists without commercial use rights will not be accepted.
- Fan Art & Copyright: I will not create fan work for manufacturing runs.
- You / your business retains all rights to your original character or mascot.
- I retain the rights to the pattern I create for your project, pattern can be reused for additional runs but will not be provided or sold to be manufactured elsewhere.

SHIPPING & DELIVERY

- Due to ongoing trade issues I only ship within Canada. Inquires from any other country will not receive reply. Please include location in your inquiry.
- A tracked shipping link will be provided once your batch is completed and packaged.
- Shipping times are handled by the shipping provider and are not calculated in commission timelines.
- Cost of shipping within Canada will be calculated based on weight after order is complete and invoiced accordingly.
- Local Winnipeg drop off or pickup available.