

# Chilli Tiger Creations Terms of service

28/08/2025

Hi, I am Chilli, the owner of Chilli Tiger Creations (CTC) . In the following pages you will find my terms of service. When filling out a quote form and/or place an order/comission you automatically agree to these terms. If you have any questions feel free to reach out to me through email, telegram or my social platforms.

## 1. General

- A. The most recent version of CTC's terms of service applies to all my commissions, this means new as well as previous commissioners.
- B. It is the customers responsibility to be informed on the latest versions of the term of service.
- C. Customers must be at least 18 years of age. In case of dishonesty CTC reserves the right to discontinue work on the commissioned product. No refunds will be issued for this transgression.
- D. I do not work with deadlines, I strive to finish commissions as quickly as possible. However I will not sacrifice the quality of my work to have it completed before a preset date. You will receive an estimated date of completion which might fluctuate during the process of the commission.
- E. I will not replicate other makers' styles, I have my own style and techniques that I will not deviate from on request. However I am willing to try out new features such as: detailed maw, retractable claws, etc. that I have not previously done. Similarly I am more than open to make species that I haven't made yet.
- F. I will not make suits with designs that are traced or stolen. In case of dishonesty CTC reserves the right to discontinue work on the commissioned product. No refunds will be issued for this transgression.
- G. I do not make suits with special features for 18+/NSFW purposes.
- H. Starting from 2025 CTC suits are 100% originally made by me, I do not take commissions on non CTC bases or patterns.
- I. To keep on Innovating and expanding options for future suits I might ask if I can add an extra/upgrade to your commission. This will be free of charge. Please be aware that if the extra/upgrade does not succeed you are not entitled to claim said upgrade.



- J. CTC has the right to use photos and videos of your CTC products for promotion on platforms such as social media and websites.
- K. Please keep in mind that I own 2 cats, I try to keep them away from my studio as much as possible, however please consider washing your suit according to the care guide upon delivery if you suffer from any related allergies.
- L. Unless stated otherwise you are not permitted to share process pictures of your commission on social platforms such as (but not limited to): telegram, instagram, facebook, tiktok, etc.

## 2. Preparation

- M. Please be aware the prices on the website are base prices, these do not represent the final cost of a product. To get an exact price you have to fill in a quote form. The quote price is based on many factors such as (but not limited to): amount of fur colours, fur types, design complexity, extras like horns, hair, feathers, plush jaws, etc.
- N. Quote forms will open 1 month before the commission slots. You will receive a document with your request details and a quote price. When filling out a quote form please provide a clear reference sheet and select the options desired. Please be aware that changes to a character design and/or desired elements after the quote document has been provided might change said quote price. Quotes will not guarantee you a commission slot.
- O. In order to apply for a commission you must be in possession of a quote document provided by CTC from the previous month. Quote documents from previous commission openings are not valid and will not be accepted as those prices might be outdated.
- P. In the week after the commission application closes you will receive an email confirming if you have obtained a commission slot. Please reply to said email within 48 hours to claim the slot.
- Q. It is the customers responsibility to provide a clear and accurate reference sheet. If you do not have one I can make one for you for an extra fee.
- R. Most of my products require specific measurements, it is the customers responsibility to provide these measurements accurately in centimeters. If it turns out that said measurements were incorrect and you do not fit your item(s) as a result, you will lose the right to a refund. However I am willing to take the item(s) back in for adjustments against a fee. Please note that the products might diverge 1-3 cm from the original measurements due to everything being made by hand.
- S. When commissioning a full suit a duct tape dummy (DTD) of your body is required. It is the customers responsibility to deliver this correctly (properly made so sizes are accurate and delivered without damages). Similarly, the costs and materials for this are on the commissioner. You may choose to fill it and bring it (by appointment) or send it "empty". If you have questions on how to make a DTD I can send you links to tutorials.



- T. In the case that you are commissioning items that are to match with a previously made suit (by CTC or a different maker) please provide a picture of a swatch card with the fabrics used in your current suit. I will try my best to match these fabrics, however be aware that even when buying the exact same fabric there might still be a slight difference in colour due to batch dying from the manufacturer.
- U. Any and all cases of change (requested from the customer) that requires an added purchase of materials, will result in an added cost directly to be paid by the customer.

### 3. Updates & contact

- A. I will contact you with updates on your commission at least once a week. These updates might be that I haven't completed much work but I value contact and transparency to create a trusted customer relationship. When making progress I will send as many updates as possible.
- B. Keep in mind that products can vary 1-3 cm from the given measurements despite effort to closely adhere to the measurements.
- C. If you have any doubts or questions after receiving an update please communicate this with me as soon as possible. Most of the time adjustments are easily made when caught on time. It is your responsibility to inform me about changes you would like to have made in a timely fashion. There is a big chance I'll have to reverse previously done work if you fail to do so and want changes made after you have given the green light and I have already moved on. In this case I can charge a fee or outright decline to make changes in severe cases.
- D. When mistakes are made by my own oversight (such as an error in pattern) they will be corrected free of charge.
- E. Please make sure you are reachable through one of the following platforms: telegram, instagram, facebook, email. (preference for telegram)

### 4. Payment

- A. All payments go through Paypal or bank transfer and are made in Euros. Any Paypal fees are at your own expense. CTC is not responsible for losing money through paypal.
- B. When confirming your commission you will need to pay a 30% non refundable down payment. This sum covers the material costs and is necessary to claim the commission slot.
- C. The remaining amount has to be paid in a maximum of 3 pre planned instalments or can be paid in full.
- D. Commissions up to €300 are expected to be paid in full.



- E. Once the payment(s) have been made I will start on your commission. There is a possibility that i will already start before all payments have been made, this is an exception and personal choice. I am not obligated to work on your commission till its fully paid off.
- F. If you are not able to make the payments as agreed upon please contact me so we can work something out.
- G. Products are only shipped once the item has been paid in full.

## 5. Cancellations & returns

- A. CTC reserves the rights to seize co-operation at any time if a customer becomes unreasonable to work with. This covers inappropriate behaviour and lack of communication. Depending on the amount of work performed and severity this may result in only a partial or no refund.
- B. Products/materials that have been purchased intended for a commission but ended up being unnecessary/wasted due to design changes from the customers side cannot be claimed or refunded.
- C. The Original 30% down payment is nonrefundable and will not be refunded in any situation.
- D. Making warnings/bewares or talking negatively about me and/or my company online, without consulting me for a solution first will automatically result in losing your right to a refund and will exclude you from any future business with CTC.
- E. Shipping costs for returns and repairs are always to be paid by the customer.
- F. Custom made items cannot be returned this includes (but is not limited to): bodysuits, fursuit heads, paws and tails.
- G. In any case of cancellation of a custom order I will determine the refundable amount depending on the work that has already been done.

## 6. Shipping

- A. Chilli Tiger Creations offers the following options to deliver your product(s):
  - Pickup at CTC address (with appointment)
  - Pickup at convention or meet (with appointment)
  - Secured shipment with PostNL
- B. Shipment costs are always paid by the customer unless agreed upon otherwise.



## 7. Warranty

- A. If there is something wrong with your order or you think something is missing, please contact me within 30 days of delivery with pictures so we can look for a solution together.
- B. CTC fursuits and parts come with a 12 month warranty that includes:
  - Torn or ripped fabrics
  - Torn or ripped seams
  - Production errors
  - Mistakes on behalf of CTC
- C. Please keep in mind that fursuits see a lot of stress, wear and tear. Torn seams are not an uncommon occurrence.
- D. When encountering damage please contact me with pictures of any problem that needs repairing. If the repair falls under the warranty I will repair it free of charge, if not I will charge a fee depending on the severity of the damage.
- E. Delivering the suit (parts) that need repair is the responsibility of the customer.
  - Dropoff at CTC address (with appointment)
  - Dropoff at convention or meet (with appointment)
  - Send by post (on customer risk and expenses)
- F. I will only make repairs on clean suits. If you deliver your suit in any different state I will return it without making repairs (shipping costs are to be paid by the customer).
- G. This warranty will expire under the following circumstances
  - The product was used for any 18+/NSFW purposes
  - The product has been handled carelessly  
(clear damage beside the normal wear and tear)
  - The product was damaged on purpose
  - The product has undergone changes (excluding things such as sewing up torn seams)
  - Customer has violated the terms of service
- H. If you wish to resell your suit(parts) please contact me about the sale and new owner. You are not permitted to sell the suit for more than the original price. The above stated warranty does not carry over to the next owner.



## 8. Responsibility

- A. CTC is in no way responsible for the damage on property or accidents caused by CTC products. This includes (but is not limited to):
  - Overheating
  - Accidents caused by limited view
  - Changes in the products
- B. Customers will be provided with a specialised care sheet, it is the responsibility of the customer to read and carefully follow the directions.
- C. Lastly please keep in mind that you are a walking representation of CTC, you are the best business card there is so I kindly ask you to take proper care of your suit and be kind to others.

Thank you for being interested in my work and reading my TOS.

