

TERMS OF SERVICE

Portfolio and contact networks:



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General terms

- **Right to Refuse Commissions**
 - I reserve the right to refuse any commission, at any time, without the need to provide an explanation. This includes situations where the request is not aligned with my skills or interests, or if I feel that the work requested might violate laws or ethical standards.
- **Type of Illustrations and Limitations:**
 - I am open to illustrations of various subject matter. However, I do not guarantee that I will be able to carry out any type of request due to limitations in knowledge, skills or resources. While I pledge to try to the best of my ability, it is possible that certain assignments may not fit my skills or style. If this occurs, I will communicate in a timely manner to seek alternative solutions or decline the commission.
- **Revision and Changes to Terms:**
 - These terms are subject to change without notice. It is the client's responsibility to periodically review this section to be aware of any changes that may affect the agreement. Any changes to the terms will become effective upon posting on this site or platform.

Términos de trabajo

- **Description of Work:**
 - The client should provide a detailed and complete description of the requested illustration, including any technical specifications, subject matter, style, or specific elements desired. This will help ensure that both parties have a clear understanding of the job from the outset.
- **Provision of References:**
 - The client must provide all necessary visual or written references prior to the start of the project. This includes images, color palettes, art styles, or any other material that will facilitate the correct interpretation of the assignment.

- **Stage Delivery:**
 - During the work process, the deliverables for each stage will be sent to the client in the form of a screenshot. These images are preliminary and do not represent the final quality of the work.
- **Corrections:**
 - The client has the right to request up to three corrections per stage (Sketch, Base, Render, Final Details). If more corrections are required, they may have an additional cost.
- **Post-Sketch Structural Changes:**
 - If the client wishes to make major structural changes after the sketch stage (e.g., modifications to composition, poses, etc.), these changes will either cost extra or will be charged as a new piece, depending on the extent of the modification.
- **Adjustments in Accordance with the Stage:**
 - Only adjustments that are commensurate with the current stage of work will be made. Any adjustments that exceed the complexity of the current stage will incur an additional cost, and will be agreed upon before proceeding.
- **Final Delivery:**
 - On final delivery, the client will receive the illustration files in high quality, JPG and PNG format. Other formats may be available by prior arrangement.
- **Signature of Authorship:**
 - The author's signature or watermark will be included in the final artwork and cannot be removed or altered. Any attempt to remove or alter it will be considered a violation of copyright.
- **Delivery Times:**
 - Turnaround times may vary depending on the complexity of the work and workload. The estimated timeframe is usually between 7 and 28 working days, unless otherwise agreed. The client may check the status of the job or request an update on turnaround time at any time.
- **Work Process:**
 - The work will be carried out following the following stages:
 - Sketch: Preparation of the initial sketch. Once ready, it will be sent to the client for review and approval.

- Base: Creation of a cleaner version of the sketch and application of a color base provided by the client.
- Render: Rendering of the illustration, adding details of light, shadows and textures. The client may request minor corrections at this stage.
- Final Details: Final adjustments and retouching on the illustration, after which the final delivery will proceed.
- **Final Delivery of the Project:**
 - Upon approval of the final illustration, the client must complete the agreed full payment in order to proceed with the delivery of the files in high quality.
 - The final files will be delivered in JPG and PNG formats, and will be sent once the full deposit of the agreed amount has been verified.

Payment terms

- **Methods of Payment:**
 - International: Payment will be made through PayPal.
 - Mexico: Payment may be made by Bank Transfer. Payment instructions will be provided once the order is placed.
- **Payment Options:**
 - The customer may choose to make full payment at the beginning of the order.
 - Alternatively, the customer may make payment after reviewing the sketch with the requested corrections, but before proceeding to the next stage.
- **Payment Installments:**
 - The customer has the option to pay for the order in one installment (one-time payment) or in two installments (split into two payments).
 - If the two installment option is chosen, 50% of the total amount is due upon approval of the sketch (sketch), and the remaining 50% is due at the final stage, once the final illustration has been approved by the client.
- **Payment Deadline:**
 - The client has a maximum period of 48 hours to make the corresponding payment (or the first installment in case of having opted for payment in two parts) after having received the sketch with the requested corrections.

- If payment is not made within this period, the work will be suspended until the corresponding payment is received.
- **Commencement of Work:**
 - Work will not commence until full payment or the first installment (if payment in two parts has been agreed upon) has been received. This applies both to the initial work and to any subsequent stage that requires additional payments.
- **Cancellation and Refund Policy:**
 - Once the work has started, no refunds will be made for the amount paid up to that point, except in cases where you are unable to complete the project for justified reasons.
 - If the client decides to cancel the order after the delivery of the sketch, the partial payment received will not be refunded, as it covers the time and effort spent up to that stage.
- **Payment Delays:**
 - If the client does not make the payment within the established deadline (48 hours after receiving the sketch), the project will be put on hold until payment is received.
 - In case of a prolonged delay (more than 7 working days), I reserve the right to cancel the project without refund of the part already paid and without obligation to continue.

Refund Terms

- **-Refund for dissatisfaction with the initial sketch:**
 - A refund may be requested only if the client is dissatisfied with the initial sketch (sketch). This refund will only be applicable before proceeding with the subsequent stages of the work.
- **-Cancellations During the Work Process:**
 - If during the work process the customer is not satisfied, he/she will not be able to cancel the order. The customer has the right to request corrections within the limit of corrections agreed in the Terms of Work.
- **-Dissatisfaction with the Final Product:**

- In case the customer is dissatisfied with the delivered final product, no refund will be made. Approval at the above stages is deemed to imply acceptance of the work.
- **-Delay in Delivery:**
 - If delivery of the final product exceeds the agreed deadline, the customer is entitled to request a full refund. For this to be applicable, the customer must notify of the delay within 48 hours after the deadline.
- **-Customer's Failure to Respond:**
 - If the customer fails to respond within 7 days, the order will be postponed until a new delivery date is set.
 - If the client does not respond within 22 days, the assignment will be cancelled. The client may resume the project, but an additional cost will be applied as an extra fee.
- **-Loss of Contact:**
 - In case of loss of contact, the client must communicate through one of my social networks to announce the new communication site. Lack of communication may delay the process and will affect the agreed deadlines.

Terms of Use

- **-Intellectual Property Rights:**
 - The copyright and intellectual property rights of each product created are reserved and retained by me, the artist.
 - In case the client wishes to acquire the commercial rights of the work, an additional payment will be required, which will be agreed between both parties before the final delivery.
- **Publication of Works:**
 - Orders placed may be posted on my social networks and used as examples of past work for future commissions. This includes, but is not limited to, use in portfolios and promotional platforms.
- **-Confidentiality and Privacy:**

- If the client does not wish their commission to be publicly displayed, they must expressly state so at the time of placing the order. In such case, the work will be kept strictly private and will not be shared without the client's prior consent.
- **Personal Use by the Client:**
 - The customer has the right to use the work for personal purposes, such as prints or social media posts, provided that proper credit is given to the artist.
 - Any commercial use or modification of the work without the artist's consent will be considered a violation of copyright.

Copyright

- **Intellectual Property:**
 - All copyrights on the artwork created are reserved. The artist retains the intellectual property of the work, unless explicitly agreed otherwise with the client.
- **Acquisition of Rights of Sale:**
 - If the customer wishes to acquire the rights to sell an illustration, he/she must notify us at the time of placing the order. The acquisition of these rights will require an additional payment, which will be agreed upon in advance.
 - The sale of the rights to the work will allow the customer to reproduce, distribute and market the illustration without restriction, provided that the corresponding payment has been made.
- **Personal and Commercial Use:**
 - Unless sale rights are purchased, the client shall be entitled to use the illustration for personal purposes, such as prints and social media postings, provided proper credit is given to the artist.
 - Any commercial use or modification of the artwork without the artist's consent will be considered copyright infringement.
- **Credit Requirements:**
 - In any publication using the illustration, the customer must provide credit to the artist as follows: "Illustration by CRZERO".
- **Limited License:**
 - If the client does not purchase the rights to sell, you will be granted a limited license to use the illustration on the agreed upon terms. This license does not allow you to modify, sublicense or sell the work.

Contact for Questions

- For any questions, doubts or clarifications regarding these Terms and Conditions, the customer can contact me through the following means:
 - **Email:** [cr.riv.service@gmail.com]
 - **Social Networks:** [@_crzero on Instagram or @CrrZero on Facebook].
- I am committed to respond to inquiries in a timely and clear manner to ensure good communication and understanding of the terms.

If the client requests a commission, it shall be understood that he/she has read and accepted the Terms and Conditions set forth in this document.

What do I need to make your commission?

•If you are interested in my commissions, send me a message with the following information:

- Type of commission
- Details about what you are looking for
- Reference for the elaboration (Images) (mandatory)
- Specific details (characteristics, shapes or colors)
- Anything extra (How you need the files, measurements, format...etc.) (optional):
- Will the drawing be used for personal or commercial purposes? :(mandatory)
- Do I have your permission to publish the commission on my profile and/or use it as an example?:
- Do you prefer to send the payment before or after seeing the first sketch?:
- Payment method?
- Discount or promotion code:

