

Commission Terms of Service

Star Rose Wigs

By setting up a consultation, you are agreeing to all of the following terms and have read and understood the [Commission FAQ](#). Please read through each one carefully before committing to a time slot.

- 1) We, Star Rose Wigs, have the right to decline **any** style request if we feel that we will be unable to complete the request for any reason. This goes for informal quote inquiries as well. If a consultation is held that exceeds 30 minutes and we determine we will not be able to complete the request, the consultation fee will not be reimbursed.
- 2) Setting up a consultation does **not** mean you are committed to following through with the entire commission process, but following through with the entire process is the only way for the fee to be reimbursed or count toward your order. Once you approve the purchase of materials on your behalf means the commission process has started.
- 3) Each client who claims a commission slot is only allowed to request **one** wig per slot. Multiple slots can be claimed by the same client when commissions have opened, but each wig will require a separate consultation request and fee.
- 4) Material cost and the time taken to build the estimate will be invoiced shortly after you approve the purchase of materials on your behalf. You must be prepared to make this payment prior to the invoice due date. A due date can be established that works best for you so long as it does not exceed 2 weeks from when the invoice is issued.
- 5) Labor cost will be invoiced soon after we have completed the styling for your wig, but before the wig is shipped. Labor cost is dependent on the time (in hours) of how long it takes us to complete your wig. More complex styles or first time techniques will require more time. Our rate is \$35/hour. Though an estimate will be provided ahead of time, the actual time taken to complete a commission may differ. We will ensure that you are not surprised by any differences between the estimate and the final invoice.
- 6) On top of labor cost, you will also be asked to pay an additional \$15 for domestic shipping. This will be included in your second section of payment. If the actual shipping costs exceed \$10 above the flat rate stated here, then the difference will be sent in a final invoice.
- 7) Commissions are **not** refundable. If you would like to receive an additional breakdown of fees and services, send your request to starrosewigs@gmail.com and reference your invoice number.

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- 8) On the matter of pre-owned wigs:
 - a) If you would like us to style a pre-owned wig for you, we usually will allow this so long as the wig meets one of the following conditions:
 - i) The wig has never been styled or altered from purchase
 - ii) The wig has never been styled or altered by an artist other than one affiliated with Star Rose Wigs
 - b) If this is the case then the only material cost you will be paying is the shipping cost to have your wig sent to us prior to starting work along with any additional materials required for the commission that you are unable to send.
- 9) If you need to unexpectedly back out of a commission before it has been completed, this is fine but it will require that you notify us as soon as possible and the following should be considered:
 - a) Any materials purchased on your behalf will still be charged in an invoice and are non-refundable.
 - b) You will not receive reimbursement of your consultation fee.
 - c) If the wig is near-completion before we receive notice of cancellation, we will have to ask for at least 50% of the estimated labor cost as a cancellation fee.
 - d) Any invoices paid up until that point are non-refundable.
 - e) The wig stays in our possession and will no longer be sent to you under any circumstances.
 - i) If you decide to resume the commission at a later date, starting where we left off will not be guaranteed.
- 10) Small tweaks will **not** be made once the finished wig is presented to you. If you have any specific preferences that you would like us to be aware of for the style you are requesting, there will be plenty of opportunities to make us aware of them throughout the commission process. Every project has a “point of no return” at which time any additional tweaks or changes will incur additional time and/or cost. We will notify you when this point is approaching; it will usually be about halfway through the styling time.
- 11) We reserve the right to post Work in Progress (WIP) photos or videos to various social media outlets including but not limited to Instagram, TikTok, or YouTube. You can request that the final design is not fully revealed until after you reveal your own photos of the project.
- 12) Responsiveness is key throughout the material/styling phases. By committing to a slot you are also committing to be as cooperative as possible while working with us. We will always do our best to do the same for you!
 - a) Any delays in communication could result in significant delays in the project.
 - b) Significant delays in communication exceeding 2 weeks may result in project cancellation including cancellation fees (see bullet 9c) with no chance for refund.