



THANK YOU SO MUCH FOR YOUR INTEREST!

In order to complete the custom orders, I require you to fill out a short form so that I have all the necessary information, the form will be sent to you via notecard upon purchase.

If you have any issues accessing this format please do not hesitate to drop a notecard to Cardboard Possum and I will be happy to assist.

Custom Cardboard Cutout

Custom Art and mesh cardboard cutout!

This is for: X1 Custom
defined by X1 main subject!
(avatar, character, person, pet ext)

All avatars, ages, species ext.
are welcome but must be PG!

Please Refer to
Additional Commission
Information
before purchase!



T.O.S AND COMMON QUESTIONS!:

♥ Order Queue & Process

Commissions are completed on a **first-come, first-served** basis **from the moment I receive your completed form with all required information.**

If I need to contact you in-world for missing details, your position in the queue may be delayed.

♥ What Does the Form Include?

The form is very simple – it's just there to make sure I have everything I need to create your custom!

I mainly require:

- Clear **picture references**
- A **description of smaller or hard-to-see details**
- A **list of avatars you'd like the finished item sent to**
- **Transaction ID/Proof of Purchase**

♥ Communication Expectations

- You are welcome to contact me **anytime** if you have questions or would like an update on your order.
- I aim to reply within **24-48 hours**, though response times may vary depending on workload, time zone or local holidays.
- Unless an emergency; any reasons for potential delays will be signposted on Cardboard Possum's profile in-world, typically on the [Hideaway] profile pick. If you have not received a response, please do not hesitate to contact again as it may have been lost!
- If I reach out requesting additional information and do not hear back within **7 days**, your commission may be paused, and you may lose your place in the queue until the information is provided.

My preferred contact methods are:

- **IM in-world** (please send a notecard to accompany this if possible)
- **Notecard**
- **Contact Froggert Resident bot in-world** Please note responses may be delayed!
- **Facebook**

Please refer to the link at the bottom of the document for all up-to-date contact methods.

♥ Multiple Purchases

If you purchase more than one custom, please submit **one separate form per item**. You're welcome to copy and paste identical sections – this just helps me avoid mixing orders or making errors.

♥ Estimated Delivery Time

Delivery time depends on several factors, such as:

- How many orders are currently in the queue
- Your position on the waitlist
- Whether additional information is needed

You are welcome to contact Hideaway **anytime** for an update on your order or your place in line! Please also see the below point if you have a deadline that needs to be met.

♥ I need this by a certain date! When will I get my commission?

- If you have a certain deadline you need the commission for, please contact me in world prior to purchase for confirmation that deadline can be met.
- Hideaway will always attempt to meet deadlines set by purchaser however no refund will be available if your deadline is unable to be met. Custom art takes time, please order well in advance if possible to avoid potential disappointment.

♥ Permissions

Permissions will be: **Modify / Copy / No Transfer** for mesh items.

If this doesn't suit your needs, please contact me!

Note: Custom permissions or additions outside the standard offering may increase your commission cost.

♥ Rights & Usage

[Hideaway] retains all rights to the original art.

You are **not permitted to use the art for commercial purposes** without additional written consent.

To request commercial usage rights, please contact **Hideaway (Cardboard Possum)** via notecard and IM.

♥ No AI Usage

[Hideaway] does **not** permit any commissioned works to be used, edited, or processed by **Artificial Intelligence** in any form.

Anyone caught processing works with the use of AI may be banned or blacklisted from any future Hideaway Commissions and Vendors.

♥ Refund Policy

Please understand that refunds are **not available** unless there is a failure to deliver on [Hideaway]'s behalf.

If this occurs, you will receive a **full refund**.

Your commission fee pays for the time, labor, and creative work that goes into producing custom art and mesh made specifically for your order.

♥ Accuracy of Information

Please ensure all information provided is clear and accurate.

Once your custom has been created, changes cannot be made unless:

- They are minor, **and**
- The error was on Hideaway's behalf

Thank you so much for considering Hideaway for your commission!
Please feel free to IM me or notecard me if you have any issues, queries or suggestions! You can also easily find all my links at:

<https://msha.ke/hanni.sl>

♥ **HANNI** ♥

