Return & Refund Policy

How refunds are handled · effective 3 November 2026 · version 1.2

Whether a refund is possible is set out in section 4 of the Terms of Service. This page covers how a request is handled.

Asking

Message me on Discord, VGen or chiwarazem@gmail.com with the character, when it was placed, the amount and date paid, and what you want. I reply in writing, so both sides have a record.

Paying it back

Approved refunds return through the original payment method, in the currency paid. Platform and bank times are outside my control.

If I can't finish

- I tell you as soon as I know.
- Take a refund for the undelivered part, or wait for a new date.
- Finished and approved stages aren't refunded.
- Where possible, approved work is handed over rather than lost.

Chargebacks

Talk to me before opening a dispute. A dispute opened without contact may pause or end the commission. Delivered files can't be returned, and a chargeback gives you no rights to the model.