MY LIFE PLANNERS ETSY STORE CUSTOM ORDER POLICY

CUSTOM ORDER CREATION PERIOD:

Custom Orders are worked on during the first 2 weeks of each month. A total of 8 slots are available with 4 slots for each week. Once the slots are full; any custom order requests will have to wait until the following week and/or month to be scheduled in the next available slot.

HOW TO REQUEST A CUSTOM ORDER:

If you are interested in commissioning My Life Planners to do a Custom Order, please contact Sky first through FB instant message or through contact button at the Etsy Shop.

Custom orders are discussed with Sky first to determine if My Life Planners can provide the item and service that is being requested.

A price is established for the custom order for how much time is involved. Not only are you paying for my time but for my vision of the creation. There will be additional charges if changes are requested after the first proof has been approved. There will be additional charges if the wrong size is requested for the custom order and needs to be redone after the order has been created.

Once the price and item have been confirmed the custom order is placed in an available slot.

There is a 50% deposit of the custom order expected at the time the reservation for the custom order slot is reserved. The deposit goes towards the total of the custom order.

The deposit is non-refundable if the custom order slot is not cancelled within two weeks of the custom order reservation slot.

The custom order is then created and a photo proof will be sent to you for review and approval.

Once the proof has been approved the order will be finalized and an Etsy Custom Order Reserved Listing in the Etsy shop is created with the customer's name on it.

PAYMENT:

Final payment is expected once the custom order has been created and the proof has been approved. You will receive a link for the Etsy custom order that has been reserved in your name.

Final payment is expected within 24 hours of the finished product (unless prior arrangements have been made)