



Custom creations : conditions and pricing

This document gathers all the necessary information to understand how projects at Cass'Créas work, as well as the applicable conditions and pricing. Since every creation is unique and custom-made, this guide aims to provide a clear and transparent overview of the process, from the initial idea to final delivery.

It allows clients to know what to expect, prepare their projects with peace of mind, and collaborate with Cass'Créas under the best possible conditions.

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Ordering conditions and process

The ordering conditions have been established to ensure a smooth, respectful, and balanced collaboration between Cass'Créas and the client. They define the framework within which each project is imagined, validated, created, and delivered.

These conditions ensure a shared understanding of the process, timelines, responsibilities, and commitments of both parties, while preserving the quality and uniqueness of every creation.

1. Nature of projects

We undertake fully customized projects based on the client's ideas and inspirations. Any project is conceivable as long as it remains within our technical capabilities.

We reserve the right to decline a request if it is too complex, too detailed, or unfeasible; in such cases, we always propose suitable alternatives.

Projects may be inspired by images found online. We can draw inspiration from them, but we never attempt to reproduce protected works.

2. Customisation

Every creation is unique.

The client may provide :



Ordering conditions and process

- Precise measurements,
- Colors,
- Inspiration images,
- Specific options (keychains, accessories, embroidery, etc.)

Customization is not included in a fixed price: the final rate depends on the complete project. The more details the client provides, the more the result will match their vision.

3. Getting in touch

Initial contact can be made via :

- Instagram,
- Email,
- Contact form.

To prepare a clear quote, we request as much information as possible: intended use, desired size, colors, constraints, approximate budget, inspiration images, etc.

A guided form is available to make this step easier.

4. Quote

The quote is established based on an estimate of the cost of necessary materials, which will form the deposit amount; the hourly rate is then added according to the actual complexity of the project.



Ordering conditions and process

The quote remains valid until the order is completed.

5. Project validation

The project is considered validated when :

- The quote is accepted in writing,*
- The agreed deposit has been paid.*

No work begins before these two conditions are met.

Cancellation without penalty is possible until the deposit is paid.

6. Modifications

We request validation at every major stage. Modifications are possible as long as the concerned elements have not yet been created.

The following are considered "new requests" (and therefore billed additionally) :

- Radical changes,*
 - Modifications requiring part of the already completed work to be redone,*
 - Requests that would have altered the initial quote.*
-



7. Timelines

The minimum timeline for any creation is one week. The actual timeline is communicated during the project discussion.

Timelines may vary depending on :

- The project's complexity,*
- The current order schedule,*
- Specific periods (travel, high demand).*

An urgent service may be offered if the project is feasible within the requested timeframe; however, an additional fee may apply if Cass'Créas needs to reorganize ongoing creations to accommodate it.

8. Payment

Accepted payment methods :

- Twint,*
- Bank transfer,*
- Cash (for hand delivery),*
- Leboncoin*
- Vinted.*

Payment is made in two stages :

- 1. Deposit upon quote validation,*
- 2. Balance before shipping or upon hand delivery.*

No refund of the deposit is possible once it has been paid.



9. Shipping and Pickup

Available options :

- Postal shipping (International),
- Pickup point (Switzerland and Europe),
- Hand delivery (Switzerland and France, specific regions).

Shipping costs are the client's responsibility and depend on the weight. Travel fees may also apply for hand deliveries.

CO creations are properly protected for transport, and a tracking number is provided.

A minimum delivery time of one week should be expected.

In case of loss or damage during transport :

- No refund or exchange is possible,
- A repair may be offered free of charge, but return shipping and redelivery costs remain the client's responsibility.
 - It is recommended to purchase insurance from the carrier for orders exceeding 100.00.

10. Gifts and Special Occasions

A gift wrapping option is available upon request. A personalized message can be added.



Ordering conditions and process

We do not offer gift cards, but it is possible to arrange a contribution toward a creation.

11. Materials and safety

Whenever possible, recycled or eco-friendly materials are used. We use different types of materials depending on the needs of each project.

On request, hypoallergenic materials, child-safe finishes, or any other specific requirement can be used; however, if no request is made, these adaptations will not be included.

Creations are long-lasting as long as the care instructions provided with the order are followed.

12. Communication

Cass'Créas replies within a maximum of 48 hours; thank you for respecting this timeframe when sending follow-ups.

We share photos with the client at each major step for validation, and we are happy to answer order-tracking questions as long as they remain reasonably spaced out.

We will share photos of the final result on social media and on the website, if the client authorizes it.

Clients are asked to leave a review after receiving their creation.



Pricing structure

The prices presented in this section aim to provide full transparency on how the cost of a custom project is calculated. They take into account the materials used and an estimate of the working time.

Since each creation is unique, the amounts listed serve as reference points they are estimates : a personalized quote is always provided to accurately reflect the client's needs and choices.

Below is a detailed list of indicative material prices that may be used during the creation process. The list is not exhaustive, and prices apply to payments in Swiss francs or euros, as preferred.

1. Crochet

Possible materials included in the price :

Yarn (cotton, acrylic, soft yarn, etc.), safety eyes, safety nose, keychain hardware, fabric, buttons, headbands, hair clips, etc.

Project type	Approximate size	Material cost	Working time	Estimated total price
Small keychain	Max 6 cm	3.00	45 min	5.50
Large keychain or small plushie	7 to 15 cm	5.00	1h30	12.50
Medium plushie	16 to 30 cm	10.00	3h	25.00



Pricing structure

Large plushie	Min 31 cm	20.00	6h	50.00
Winter accessory for children	4-8 years	7.00	4h	27.00
Winter accessory for adults	One size	10.00	5h	35.00
Decorative garland	1 to 3 m	10.00	4h	30.00
Small bag	20 cm	13.00	5h	38.00
Large bag	45 cm	30.00	9h	75.00
Summer top	Custom made	15.00	12h	75.00
Winter sweater	Custom made	40.00	25h	165.00
Throw blanket	1,50 m	70.00	35h	245.00

2. String art

Possible materials influencing the price :

- Type of wood (species and color)
- Type of nails (simple or decorative)
- Thread
- Temporary design fixation

The estimates below are based on medium-range material references.



Pricing structure

Board size	Design complexity	Material cost	Working time	Estimated total price
Small (15x15)	Simple	7.00	1h	12.00
Small (15x15)	Average	9.00	2h	19.00
Small (15x15)	Complex	11.00	3h30	28.50
Medium (30x30)	Simple	14.00	2h	24.00
Medium (30x30)	Average	18.00	4h	38.00
Medium (30x30)	Complex	24.00	7h	59.00
Large (50x50)	Simple	25.00	3h30	42.50
Large (50x50)	Average	32.00	6h	62.00
Large (50x50)	Complex	42.00	10h	92.00
Panoramic (80x30)	Average	35.00	7h	70.00

3. Painting

These estimates are based on the creation of simple designs. I prioritize quality and pride in the final result: if a request for a complex design exceeds my current capabilities, I reserve the right to decline it to guarantee a result I will be satisfied with.

Since formats vary greatly between project possibilities, I have noted here the minimum and maximum prices according to project sizes.



Pricing structure

For clothing or accessory personalizations, I can customize something you already own; in this case, shipping will be your responsibility. I can also purchase the garment or accessory for you, in which case it will be included in the price.

Project	Material Cost	Working Time	Estimated Total Price
Decorative Canvas	10.00 – 45.00	1h30 – 6h	17.50 – 75.00
Various Textiles (tote bag, t-shirt, cap, etc)	8.00 – 25.00	1h – 4h	13.00 – 45.00
Sneakers	15.00 – 30.00	2h – 5h	25.00 – 55.00
5 bookmarks set	3.00 – 5.00	1h30 – 2h30	10.50 – 17.50
3 greeting cards set	4.00 – 8.00	1h – 2h	9.00 – 18.00

4. Other categories

For clothing or accessory personalizations, I can customize something you already own; in this case, shipping will be your responsibility. I can also purchase the garment or accessory for you, in which case it will be included in the total price.

*These figures are minimums; project complexity and size increase working time and material costs, thereby increasing the total cost.



Pricing structure

Activity	Technique Description	Material Cost	Working Time	Estimated Total Price
Embroidery	Ornamenting fabric with needle and thread following a drawn pattern	8.00	2h	18.00
Cardboard crafting	Assembling decorated cardboard to create custom storages	10.00	2h30	24.50
Sewing	Assembling fabrics to create accessories	12.00	2h30	24.50
Jewelry Creation	Assembling beads, chains and clasps to create jewelry	10.00	1h30	17.50
Macramé	Art of tying ropes to create textured patterns	9.00	2h	19.00
Pyrography	Art of burning designs into wood	15.00	2h	25.00
Binding	Assembling sheets to create notebooks or restoration of books with rigid covers	8.00	3h	23.00
Clay or Fimo sculpture	Modeling to create figurines, jewelry or decorative objects	10.00	2h30	22.50



5. For every projects

These options can be added to your creation depending on your needs: packaging, delivery, insurance, or urgent processing. The amounts listed are estimates and may vary depending on the carrier or distance.

<i>Service / Option</i>	<i>Estimated Cost</i>
<i>Standard protective packaging</i>	<i>Included</i>
<i>Rigid gift box</i>	<i>3.00</i>
<i>Simple gift packaging</i>	<i>1.00</i>
<i>Premium gift packaging</i>	<i>2.00</i>
<i>Hand delivery in a public place</i>	<i>1.00/5 km effectué</i>
<i>Delivery in France or Switzerland</i>	<i>5.00 to 15.00</i> <i>To be seen according to weight and carrier</i>
<i>International delivery</i>	<i>15.00 to 30.00</i> <i>To be seen according to weight and carrier</i>
<i>Breakage or loss insurance during delivery</i>	<i>Approximately 2.5% of the value, but to be seen according to the carrier</i> <i>Recommended for projects over 100.00</i>
<i>Urgent processing of the order</i>	<i>10.00</i>