



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.

Table of contents

Ordering conditions and process.....	2
1. Nature of projects.....	2
2. Customisation.....	2
3. Getting in touch.....	3
4. Quote.....	3
5. Project validation.....	4
6. Modifications.....	4
7. Timelines.....	5
8. Payment.....	5
9. Shipping and Pickup.....	6
10. Gifts and Special Occasions..	6
11. Materials and safety.....	7
12. Communication.....	7
Pricing structure.....	8
1. Crochet.....	8
2. String art.....	9
3. Painting.....	10
4. Other categories.....	11
5. For every projects.....	13



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.



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.