Custom Commissioned Artworks are unique, one of a kind, special to the client or person, or family ordering these 1001 crane artworks. For this reason, I as the artist, make every effort to discuss the process, discuss the design, verify that the client/buyer understands the terms of the agreement before they place the order. For this very reason of uniqueness, there is no “do-over” , or “re-do” or “exchanges” or “design changes after I start work on your design” and there is no refund.

Because these works take many weeks to execute and finish, and usually I am making delivery by a specific date for you or your event, I must schedule work months or a year in advance for your work, and all the others for that year. I cannot afford cancellations, or a change of mind, as I have blocked off the time on my work calendar for your work, and probably now can’t book another work in it’s place. I am relying on you to supply the cranes on a schedule and I will complete your work on that schedule.

I use your folded cranes ( except when you order those cranes folded by me), I make your chosen design with your cranes and so when finished, it is for you. I cannot resale to someone else should you “not want it”, or “changed your mind”, or “ it wasn’t quite what you thought it would be”, or “it’s bigger than you thought it would be”. I discuss by email or phone or both, the size, that limitations of what can be accomplished artistically with folded cranes, and much more before you order. I ask if you have ever seen one of these designs, and try to explain the process, stay transparent on the process and final end product description, so your expectations are not un-realistic. I keep careful records of payments, and all correspondence between OrigamiDesigns and the client, both on computer and in hard copy files.

When you book the order you are aware of the Terms of Service and the order, as detailed on the FAQ’s at the website, and are verifying that you have reviewed them before placing the order and making payment. I am under contract then to do design, be ready to place cranes, and your are obligated to supply me with the 1001 folded cranes by the agreed upon date. I will do the work, I will finish and ship the artwork to you and what you do with the artwork after receipt is your perrogative. There is no refund, I cannot take your artwork back and no one wants to buy your design made with your cranes.

I have worked and executed these unique and beautiful artworks for many years, and this process has worked well for me and my clients. In rare cases, if there is damage to the frame of an artwork in shipping then I make every effort to resolve that with the shipper, file the claim, and make the needed repairs or offer the instructions and claim dollar for you to have it repaired. This is very rare. Every attempt is made to resolve any issues promptly, with clear communication between me the seller and my clients the buyer. As with any product that is custom, one of a kind, a repair can take time and coordination. It is not a quite or easy process at times, and required some patience on the part of the client and origami designs to work with vendors, and shippers, and framers, etc.

OrigamiDesigns (I) want to deliver the best artwork product I can, to you. There are of course limitations of what work can be done with origami cranes and I advise my clients of this up front when advising or discussion their design choice. Every attempt is made to make sure you know all this before you book your order. The comments and testimonials on the website are all “quoted from real clients” who are the owners of these commissioned artworks.