

Custom Doll Policies

For

Lilli's Littles Miniature

Dolls

These are my policies for custom doll orders. They are a bit dry and rather formal, but I want you as my customer to know that I value a professional approach to making the doll of your dreams. I want you to be very happy with your custom doll and these policies will help smooth the process and make clear the expectations throughout.

Lilli's Littles miniature dolls are made from porcelain poured from plaster molds. They are not jointed nor are they pose able; they are in a permanent position. The clothes are not removable. I consider my dolls as art pieces/collectibles and therefore to be displayed. They are not meant for consistent handling or manipulation and not meant for children.

Due to the nature of creating a custom porcelain doll, I have certain policies in place as outlined here to inform my customers about the process and timelines.

Prices are as follows:

- \$400 minimum for one custom doll created from a sculpt in my mold collection. This includes 20 hours of work on the doll and is usually plenty to finish the doll. For additional hours to customize, such as accessories or more, \$100 for up to 10 more hours.

- \$450 minimum for one custom doll created from a custom sculpt and a mold created. This includes 30 hours of work on the doll and is usually enough to finish the doll. The timeline for a custom sculpted doll is longer than others due to drying time of the plaster mold for that specific doll. For additional hours to customize, such as accessories or more, \$100 for up to 10 more hours. I do reserve the right to this mold and additional dolls created from it. If you would like a “one of a kind” doll and prefer me not to reuse this mold, the cost for the doll is \$1800. Please let me know right away if you prefer this.

In the initial consultation, an estimate is given for the final price due to the discussion between myself and the customer as to the details of their doll. Usually this is the final price but I cannot guarantee the estimate if changes are made later on in the process.

I have a rolling wait queue for custom dolls which gives you a place “in line”. A deposit of \$100 is requested to enter my wait queue. This \$100 will go toward the final price of the doll but is not refundable if the customer changes their mind after the 3rd update (updates outlined below).

Outline of Updates:

I update my customer along the way so the entire process is a collaborative experience between myself and the customer to ensure the final doll is satisfactory.

- 1st Update: email informing of the pouring and firing process and picture before doll is fired. Any structural changes such as face or body need to be made at this point. If changes are made to the structure after this juncture then additional costs will accrue.
- 2nd Update: picture of doll poured, fired, and painted. Assembled and ready to be dressed. No structural changes can be made at this point, such as facial expressions or body shapes. If at this point structural changes are desired, another doll will need to be poured

and fired and additional charges of \$100 will accrue for 10 hour increments.

- 3rd Update: Final pictures and approval from customers. Minor changes, such as hair color, accessory change, or small costume changes can be made at this point if so desired. Additional charges of \$50 for 5 hours increments apply here.

Production Time:

- 10-12 weeks depending on your place in my queue and the details of the doll. Sometimes the process is shorter or longer but I will inform you as soon as possible. This production time is calculated as a guesstimate based on the nature of porcelain work and tiny dressmaking. Note that a doll can not be worked from pouring to the point of dressing sequentially. So although a doll may only take 20 or 30 hours this is often broken up over several weeks due to dry times and cure times.

Thank you for your interest and hopefully your patronage in Lilli's Littles Miniature Dolls! I want to make your collectible heirloom doll the "little" character you were dreaming of!