

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 and pose able; they are in a permanent position. The clothes are not removable. I consider my dolls art pieces/collectibles and therefore to be displayed. They are not meant for consistent handling or manipulation and not meant for children.

Due to this nature of my dolls, I have certain policies in place as outlined here to inform my customers and to make aware the process of a custom made doll.

Prices are as follows:

- \$350 minimum for one custom doll created from a sculpt in my mold collection. This includes 15 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.

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

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.

A deposit of \$100 is required to begin work on the custom doll. This \$100 will go toward the final price of the doll but is not refundable if customer changes mind after the 3rd update.(updates outlined below)

Outline of Updates:

I update my customer along the way so the process is a work between myself and the customer and 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.
- 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.
- 3rd Update: Final pictures and approval from customers. Minor changes can be made at this point if so desired.

Production Time:

- 8-10 weeks depending on your place in my queue. Sometimes the process is longer but I will inform you as soon as possible.

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