DIGITAL PRODUCTS POLICY

Last updated: 10 August 2026

This Digital Products Policy applies only to Digital products sold by Axtlan (Olmteka S.A.S. de C.V., Mexico), including (as applicable) digital assets, 3D models, downloadable print files, templates, and other file-based deliverables sold through Axtlan channels and third-party platforms (including Fab.com and similar storefronts). Physical products, Services, and Music are governed by their respective policies.

Digital Support: shop@axtlan.mx or shop@speclang.pro
Provider / Seller: Olmteka S.A.S. de C.V.
Address: Blvd. Bernardo Quintana Arrioja 7001, 76090 Querétaro, Qro., Mexico

1. SCOPE AND PLATFORM WORKFLOWS

1.1 Digital lane only
This policy covers digital file delivery, access, licensing, permitted use, and digital defect remedies.

1.2 Platform or marketplace overrides
If you purchase via a third-party platform (e.g., Fab.com), that platform's checkout, delivery tooling, refund workflow, and account controls may govern process steps and timelines. Where platform terms conflict with process mechanics, the platform workflow controls the process. This policy still states Olmteka's licensing posture and remedies to the maximum extent allowed.

1.3 Conflict order
Mandatory consumer law prevails over this policy. This policy operates under Olmteka's Terms & Conditions (Master). For refund posture, this policy aligns with the Return & Refund Policy (Master) for the Digital lane.

2. DEFINITIONS

- "*Digital Product*": any non-physical file or downloadable content sold by Olmteka, including 3D assets/models, textures, source files, print files, templates, and documentation.
- "*Delivery*" (Digital): when download access is granted, a download link is made available, a file is attached/sent, or the platform marks the content as available to you (even if not downloaded).
- "*License*": the permission granted to you to use the Digital Product under this policy. No ownership transfer occurs.
- "*Account*": your customer account on Axtlan or on the platform used for purchase.
- "*Defect*" (Digital): a corrupted file, materially incomplete file versus listing, wrong file delivered, or a reproducible technical issue that prevents reasonable access/use as described (excluding toolchain/printer/software incompatibility and expected output variance).
- "*Personal Use*": use for non-commercial purposes.
- "*Commercial Use*": use in a commercial context, including client work, sales, monetized content, or any

activity intended for business advantage or monetary compensation.
- "*Project*": a single end product (e.g., one game, one film, one client deliverable, one print project, one website/app) into which the Digital Product is incorporated.

3. DIGITAL DELIVERY AND ACCESS

3.1 Delivery methods
Digital delivery may occur through:

- platform library access (e.g., Fab.com library/download),
- direct download link, or
- email/portal delivery (where used).

3.2 Delivery completion
Delivery is completed when access is made available (Section 2). You are responsible for maintaining access to the email/account used for purchase.

3.3 Download limits and access controls (anti-abuse)
To protect against fraud and unauthorized redistribution, Olmteka and/or platforms may enforce proportionate controls where lawful, including:

- download count limits,
- link expiry,
- rate limiting,
- account verification,
- temporary access suspensions during disputes/chargebacks.

3.4 Hosting and technical availability
Digital access depends on third-party hosting, platform uptime, and network conditions. Olmteka is not responsible for access interruptions caused by platform outages, hosting failures, maintenance windows, payment processor issues, or account enforcement actions by a platform. Where feasible, Olmteka will provide reasonable support to restore access consistent with platform rules.

4. LICENSE GRANT

Unless a product listing explicitly states a different license, Olmteka grants you a limited, non-exclusive, non-transferable, revocable license to use the Digital Product as follows:

4.1 Permitted uses
You may:
- download and store the Digital Product for your own use,
- modify the Digital Product for your Projects,

- incorporate the Digital Product into Projects for Personal Use or Commercial Use,
- deliver Projects to clients/end users, including compiled/baked/embedded forms, provided the Digital Product is not distributed as a standalone file or in a form that allows extraction as a substitutable asset.

4.2 Seat and team use

- Single purchase covers use by the purchasing individual and the purchasing organization's internal team members working on the same Project, provided access is controlled and the asset is not redistributed outside the team.
- Contractors may use the Digital Product solely for work on your Project, provided they do not retain copies after engagement ends and do not reuse it for other clients/projects.

4.3 No exclusivity
The license is not exclusive. Olmteka may sell the same or similar Digital Products to others.

4.4 No ownership transfer
All intellectual property rights remain with Olmteka or the relevant rights holder. You receive only the license described here.

5. PROHIBITED USES

You may not:

- resell, sublicense, rent, lease, or redistribute the Digital Product as a standalone item,
- upload or share the files (or substantially similar derivatives) to any marketplace, asset store, repository, file-sharing service, or "free assets" library,
- include the Digital Product (or derivatives) in a pack, bundle, template, starter kit, or "asset dump" where the asset is a primary value component,
- distribute source files, editable files, or high-fidelity export formats in a way that enables extraction and reuse by third parties,
- remove or alter embedded ownership/attribution markers where included for rights management,
- use the Digital Product to violate law, infringe rights, or facilitate scams/fraud.

Attempted unauthorized redistribution or extraction-enabling distribution is treated as a material breach.

6. PRODUCT COMPATIBILITY AND OUTPUT VARIANCE

6.1 Compatibility
Software, engine, printer, slicer, render pipeline, and toolchain compatibility is the customer's responsibility unless the listing explicitly states compatibility guarantees.

6.2 Print results and render outcomes
Print and render outcomes depend on equipment, calibration, materials, settings, and workflow. Output variance is not a Digital defect.

6.3 Updates and versioning
Unless a listing explicitly includes updates, Olmteka is not obligated to provide updates, upgrades, or format conversions. If updates are provided, they may be delivered through the same channel/library as the original purchase.

7. REFUNDS AND REMEDIES

7.1 Baseline posture (where lawful): no refund after delivery
Because Digital Products are delivered immediately and are easily copied, Digital Products are non-refundable once Delivery occurs, except where mandatory law requires a remedy/refund.

7.2 Defective or nonconforming digital files (remedy hierarchy)
If a Digital Product is defective as defined in Section 2, Olmteka's remedies follow this order:

1. replacement file, patch, or corrected re-delivery,
2. price reduction or contract termination/refund where legally required and the defect cannot be remedied within a reasonable time.

To request a remedy, email shop@axtlan.mx or shop@speclang.pro with:

- order ID and purchase channel,
- file name/version,
- clear description of the defect,
- reasonable evidence (screenshots, error logs, steps to reproduce).

7.3 Duplicate charges and checkout errors
If you believe you were charged without receiving access or you see duplicate charges:

- contact shop@axtlan.mx or shop@speclang.pro with receipts/screenshots,
- Olmteka will validate payment and either restore access or refund erroneous duplicate captures, subject to payment processor/platform rules and fraud controls.

7.4 Disputes/chargebacks
If you open a chargeback/payment dispute/platform claim:
- Olmteka may suspend access assistance, updates, and support while the dispute is active, to prevent double recovery and fraud, subject to mandatory law and platform rules.
- Resolution follows the platform/payment provider decision and applicable law.

8. EU/EEA/UK CONSUMERS — DIGITAL WITHDRAWAL EXCEPTION MECHANICS

If you are a consumer in the EU/EEA/UK, you may have a legal right of withdrawal for distance contracts. For Digital Products, a common lawful exception applies when:

- you expressly consent to immediate delivery/performance, and
- you acknowledge that you lose the right of withdrawal once delivery begins.

Where Olmteka controls checkout, Olmteka will require this express consent and acknowledgment before immediate delivery. Where a platform controls checkout, the platform's consent mechanism applies. This section does not limit mandatory rights where a withdrawal right remains applicable under the circumstances.

9. ENFORCEMENT, SECURITY, AND ANTI-ABUSE CONTROLS

To protect customers and the business from scams and abuse, Olmteka may apply proportionate controls where lawful, including:

- denying support or remedies for manipulated evidence or repeat abuse patterns,
- requesting additional verification for high-risk claims,
- restricting accounts involved in unauthorized redistribution attempts,
- preserving delivery records (timestamps, access logs, download events) for investigations and disputes.

Olmteka applies these controls without discriminatory criteria and without waiving mandatory consumer rights.

10. TERMINATION FOR BREACH

Olmteka may terminate the license and revoke access (where feasible and lawful) if you materially breach this policy, including prohibited redistribution or extraction-enabling distribution. Termination does not eliminate Olmteka's right to seek legal remedies where applicable.

11. CONTACT

For digital delivery issues, defects, access problems, or licensing questions: shop@axtlan.mx or shop@speclang.pro
Include: order/platform ID, purchase channel, product name, and a clear description of the request.

12. LANGUAGE

The Mexicano-language version of this document is the original and governing version, and in the event of any conflict, discrepancy, or difference in interpretation between the Mexicano version and any translation, the Mexicano version prevails for all legal purposes.