

MUSIC POLICY

Last updated: 16 August 2026

This Music Policy applies only to music distributed, streamed, or sold through digital service providers (DSPs) via DistroKid. It covers availability, billing responsibility, refunds, dispute handling, and abuse/fraud controls for music releases associated with Axtlan (managed by Olmteka S.A.S. de C.V., Mexico). Services, Physical products, and Digital products are governed by their respective policies.

Music Support: shop@axtlan.mx or shop@speclang.pro
Provider / Rights Administrator (where applicable): Olmteka S.A.S. de C.V.
Address: Blvd. Bernardo Quintana Arrioja 7001, 76090 Querétaro, Qro., Mexico

1. SCOPE AND PLATFORM WORKFLOWS

1.1 Music lane only
This policy covers music releases made available through DSPs (e.g., streaming services and digital download stores) where distribution is executed through DistroKid or similar distribution tooling.

1.2 DSP/store controls process mechanics
DSPs and stores control checkout, billing, taxation, payment disputes, refunds, chargebacks, subscriber access, content delivery, and account enforcement. If a DSP/store requires a specific workflow for refunds or disputes, that workflow controls the process steps and timelines. Olmteka cannot override DSP/store decisions or tooling.

1.3 Conflict order
Mandatory consumer law prevails over this policy where applicable. This policy operates under Olmteka's Terms & Conditions.

2. DEFINITIONS

- "*DSP*" or "*Store*": a digital service provider or digital retailer where music is streamed or sold (subscription streaming, ad-supported streaming, download store, etc.).
- "*Distributor*": DistroKid or any distributor used to deliver music to DSPs/stores.
- "*Release*": a track, single, EP, album, or other music product delivered to DSPs/stores.
- "*Transaction*": any purchase, subscription charge, rental, bundle purchase, micro-transaction, or billing event processed by a DSP/store.
- "*End User*": a listener or purchaser using a DSP/store account.

3. BILLING, TAXES, AND REFUNDS

3.1 Provider does not process DSP/store payments
For DSP/store transactions, Olmteka does not collect payment from End Users, does not control checkout, and does not hold the funds from these transactions.

3.2 Refunds are handled by the DSP/store
If you purchased a download or other paid item from a DSP/store and want a refund, you must request it through that DSP/store's support and refund process. Refund eligibility, timing, and method are determined by the DSP/store's policy and your account's jurisdiction.

3.3 Subscription streaming charges
Subscription fees (and most streaming-related charges) are charged by the DSP and are not refundable by Olmteka. Any billing dispute must be opened with the DSP.

3.4 Unauthorized charges
If you believe a DSP/store transaction was unauthorized, you must contact the DSP/store immediately to follow its fraud and account-protection procedures. Olmteka cannot validate payment methods or issue refunds for DSP/store charges.

3.5 Chargebacks and disputes
Chargebacks and payment disputes for DSP/store transactions are processed by the DSP/store and its payment providers. Olmteka does not manage these disputes. If a DSP/store requests information about a Release in connection with a dispute, Olmteka may provide limited confirmation of release metadata or distribution status where permitted.

4. AVAILABILITY, TERRITORIES, AND TIMING

4.1 No guarantee of continuous availability
Release availability can change due to DSP policies, territory restrictions, licensing constraints, content moderation decisions, technical outages, account enforcement, metadata conflicts, or distributor processing rules. Olmteka does not guarantee continuous availability on any particular DSP/store.

4.2 Territory and feature differences
DSPs/stores vary by territory and by product type (streaming vs downloads vs bundles). A Release may be available in some territories but not others, or may have different features across DSPs.

4.3 Processing and update timelines
Publishing, updates, takedowns, and metadata edits may take time to propagate across DSPs/stores. Olmteka may request updates via the distributor where feasible, but final timing and acceptance are controlled by DSPs/stores.

5. METADATA, CREDITING, AND PRODUCT PRESENTATION

5.1 Metadata controls
DSPs/stores may display metadata (artist name, credits, cover art, track titles, genre, release date) differently or may apply internal normalization rules. Olmteka is not responsible for DSP/store display formatting that differs from submitted metadata.

5.2 Correction requests
If you identify a material metadata error attributable to Olmteka's submission (e.g., misspelling, wrong cover, incorrect credit), Olmteka will make commercially reasonable efforts to submit a correction request through the distributor where permitted. If a DSP/store rejects or delays the change, Olmteka cannot compel acceptance.

5.3 User-generated content and playlists
Olmteka does not control user playlists, reposts, embeds, commentary, or third-party curation. Removal requests for third-party content must be directed to the relevant platform hosting it.

6. COPYRIGHT, IMPERSONATION, AND FALSE CLAIMS (ANTI-SCAM CONTROLS)

6.1 Intellectual property protection
Olmteka enforces a strict posture against:

- impersonation of artists or brands,
- fraudulent "ownership" claims,
- fake takedowns,
- abusive copyright complaints,
- social engineering attempts targeting support or distribution accounts.

6.2 Evidence requirements
For claims involving ownership, takedowns, or disputes over rights, Olmteka may require verifiable documentation, including:

- government-issued identification for identity verification (where lawful and proportionate),
- rights chain evidence (contracts, licenses, assignment documents),
- distributor/DSP case numbers,
- release identifiers (UPC/ISRC), screenshots, and dates.

6.3 False or abusive claims
If a claim appears fraudulent, manipulative, or inconsistent with evidence, Olmteka may refuse to act, may escalate to platform/distributor abuse channels, and may preserve records for legal and platform enforcement, without waiving any mandatory rights that apply.

7. SUPPORT LIMITS AND WHAT PROVIDER CAN DO

Olmteka can generally assist with:

- confirming release identifiers and distribution status (where available),
- submitting metadata correction requests through the distributor (where permitted),
- submitting takedown/update requests through the distributor (where permitted),
- providing a support package (release identifiers, dates, and evidence) for you to share with a DSP/store.

Olmteka cannot:

- issue refunds for DSP/store transactions,
- reverse DSP/store billing decisions,
- restore access to a DSP/store account,
- compel a DSP/store to publish, feature, or reinstate a Release,
- override territorial restrictions or store policy enforcement.

8. ABUSE, FRAUD, AND SECURITY POSTURE

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

- requiring additional verification before acting on takedown, metadata, or rights claims,
- limiting repeated requests consistent with harassment, extortion, or fraud patterns,
- refusing to process requests that attempt to weaponize platform policy against Axtlan or its artists,
- preserving logs, emails, timestamps, distributor tickets, and DSP/store references to support investigations.

These controls are applied without discriminatory criteria and do not limit non-waivable consumer rights.

9. CONSUMER RIGHTS

This policy does not limit rights that cannot be waived under applicable law. However, because DSP/store transactions are executed and controlled by third parties, consumer refund mechanisms and dispute procedures for music purchases are primarily administered by the DSP/store and its payment providers.

10. 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.

11. CONTACT

For release status, metadata correction requests, rights issues, or platform dispute support packages: shop@axtlan.mx or shop@speclang.pro

Include: DSP/store name, your country/territory, Release name, link(s) where visible, and any case/reference numbers provided by the DSP/store or distributor.