RETURN & REFUND POLICY

Last updated: 16 August 2026

This Return & Refund Policy applies to purchases and orders placed with Olmteka through Olmteka's websites and sales channels, including platform/marketplace checkouts where Olmteka's offerings are listed. If a platform or marketplace requires a specific dispute/refund workflow, that platform workflow controls the process steps and timelines, while this policy still defines Olmteka's position to the maximum extent allowed.

Business Contact (Returns/Support): shop@olmteka.com
Legal Entity: Olmteka S.A.S. de C.V.
Address: Blvd. Bernardo Quintana Arrioja 7001, Santiago de Querétaro, QRO, 76090, Mexico

1. SCOPE

This policy is lane-based. Rules do not cross-apply between lanes unless explicitly stated.

A) *Services*: professional services (e.g., translation, QA, content engineering, consulting).
B) *Physical*: print-on-demand (POD) products and physical prints (including ArtStation prints where applicable).
C) *Digital*: digital assets/models/print files and similar downloadable products (including Fab.com sales where applicable).
D) *Music*: music distributed/sold/streamed via DSPs through DistroKid (platform-controlled transactions).

2. DEFINITIONS

- "*Consumer*": an individual acting for purposes mainly outside their trade, business, craft, or profession (where applicable by law).
- "*Business day*": Monday–Friday, excluding public holidays where Olmteka's operations are based.
- "*Project started*" (Services): Olmteka has initiated performance, including any of: resource assignment, intake and preparation, terminology setup, analysis, project configuration, production kickoff, or any billable work.
- "*Pro-rata*" (Services): the proportional value of work performed up to cancellation, calculated using one or more of: time logged, milestones completed, wordcount processed, deliverables produced, and/or agreed rate cards.
- "*Delivery*" (Physical): when the carrier records the shipment as delivered (delivery scan) or when the package is otherwise confirmed delivered to the provided address.
- "*Delivery*" (Digital): when download access is granted, a download link is made available, or a file is otherwise made available for retrieval (even if not downloaded).
- "*Defect*" (Physical): misprint, manufacturing defect, damage attributable to production/fulfillment, or material nonconformity versus the product description at time of order (excluding expected variability

of POD and normal wear).
- "*Defect*" (Digital): 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).

3. HOW TO REQUEST A REFUND / REMEDY

Send a request to shop@olmteka.com and include:

- Order number (or platform order ID), purchase channel, and purchase date
- Item(s) and lane (Services / Physical / Digital / Music)
- Clear description of the issue and the remedy requested (refund, replacement, correction)
- Evidence, where applicable:
    - Physical: photos of the product and packaging; shipment label; and if damaged, photos showing damage clearly
    - Lost-in-transit: tracking number and shipment status screenshots
    - Digital: file name/version, purchase proof, and error screenshots/logs (where relevant)

Claim windows:

- Physical defects/damage/misprint: notify within 30 days of delivery.
- Lost-in-transit: notify within 30 days after the estimated delivery date (or within 30 days after the last carrier tracking update, whichever is later).
- Digital defects: notify within 30 days of digital delivery.
- Services: cancellation/refund requests must be made promptly; timing affects eligibility and pro-rata calculations.

If your purchase was made via a marketplace/DSP/store, you may be required to open the request through that platform's claim/refund center. Olmteka will cooperate with platform-required evidence submissions.

4. GENERAL REFUND MECHANICS

- Refunds (when due) are issued to the original payment method, unless the platform mandates a different method.
- Processing timeline: after approval, Olmteka issues refunds within 10 business days, unless mandatory law requires a shorter period or the platform's workflow controls timing. Banks/payment providers may take additional time to post funds.
- Taxes/VAT/duties: import duties, brokerage fees, and similar charges assessed by customs/carriers are generally non-refundable. VAT/tax treatment follows the rules applied at checkout and mandatory law.
- Partial refunds: may apply for partial performance (Services) or partial order issues (mixed orders).
- Mixed orders: each lane is assessed independently (e.g., a Digital delivery is not refundable because a

Physical item in the same cart has a defect; remedies are applied per lane).

5. SERVICES

5.1 Cancellation before the project started

- You may cancel before the project started.
- Olmteka may retain a cancellation/administration fee of 10% to cover intake, scheduling, and reserved capacity, unless mandatory law requires otherwise.

5.2 Cancellation after the project started

- If the project started, refunds (if any) are limited to the unperformed portion.
- You are responsible for the pro-rata value of work performed plus any non-cancellable third-party costs incurred on your behalf (if previously approved).
- Minimum charge after start: the higher of (a) pro-rata work performed or (b) 10% of the order value, unless mandatory law requires otherwise.

5.3 Partial output on cancellation
If work has begun, Olmteka may deliver partial output reflecting work performed to date. Partial output may be incomplete and may not include final formatting/compliance steps.

5.4 Service acceptance and remedy path
If a service deliverable is materially nonconforming versus the agreed scope, Olmteka's first-line remedy is correction within a commercially reasonable period. Refunds are not the default remedy where correction is feasible and lawful.

6. CREDIT PACKS (PREPAID SERVICE CREDITS)

- Refundable within 14 days of purchase only if unused and unredeemed.
- After 14 days, credit packs are non-refundable.
- No cash redemption.
- If any portion has been used, refunds (if any) are limited to the unused portion, subject to verification and mandatory law.

7. LOW-PRICE DISCOUNT PACKS / PROMOTIONAL PACKS

- Non-refundable and non-redeemable for cash, unless mandatory law requires otherwise.
- If a discount pack is tied to a limited-time or limited-scope offer, it remains subject to the stated validity/terms at time of purchase.

8. PHYSICAL PRODUCTS (POD / PRINTS)

8.1 No returns for buyer preference (where lawful)
Because POD products and prints are made to order, returns/exchanges for buyer preference are not offered, including: wrong size selection, change of mind, style preference, or ordering error by the customer. This does not affect mandatory consumer rights.

8.2 Defects, misprints, and damage
If your item arrives defective/misprinted/damaged, Olmteka will provide a commercially reasonable remedy, typically in this order:

1. replacement/reprint, or
2. refund (full or partial), if replacement is not feasible or not timely.

Evidence is required (photos of item and packaging). Claims must be submitted within 30 days of delivery.

8.3 Lost-in-transit
If tracking indicates the parcel is lost (not delivered) within the claim window, Olmteka will coordinate with the fulfillment partner/carrier process and offer an appropriate remedy (replacement or refund), subject to carrier/partner verification requirements.

8.4 Delivered scans and safe delivery standard
If the carrier shows a “delivered” scan to the address provided at checkout, the shipment is treated as delivered. If you believe the delivery was incorrect, you must provide supporting evidence and you may need to open a carrier/platform claim. Olmteka may require additional verification to mitigate false non-delivery abuse.

8.5 Address errors, refused, and unclaimed/RTS (returned to sender)

- You are responsible for providing a complete and accurate shipping address.
- If an order is returned due to incorrect/incomplete address, refusal, or unclaimed delivery, Olmteka may (where feasible) offer reshipment at your expense.
- Refunds for RTS/unclaimed POD items are generally not available because the items are made to order; however, Olmteka will comply with any mandatory legal entitlement that applies to your jurisdiction and the specific circumstances.

8.6 Size and fit responsibility
Sizing charts (where provided) are the customer’s responsibility to review. Size/fit dissatisfaction is not a defect and is not refundable for POD items where lawful.

9. DIGITAL PRODUCTS

9.1 Delivery and “no refund after delivery” baseline (where lawful)
Digital delivery occurs when access is granted (download available). Once delivered, digital products are

non-refundable, except where mandatory law requires a remedy/refund.

9.2 Defective or nonconforming digital files
If a digital product is defective as defined in Section 2, Olmteka's first-line remedy is:

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

You must provide purchase proof and reasonable diagnostic evidence (error screenshots/logs).

9.3 Compatibility and print-result variance

- Software/engine/printer/slicer/toolchain compatibility is the customer's responsibility.
- Print outcomes depend on equipment, materials, settings, and calibration; output variance is not a digital defect.

9.4 Access control during disputes
If a dispute/chargeback is opened, Olmteka may suspend further support, updates, or access assistance for the digital product until the dispute is resolved, subject to mandatory law.

10. MUSIC (DISTROKID / DSP)

Music availability, billing, taxes, refunds, chargebacks, and access controls are governed by the relevant DSP/store (e.g., streaming/download platforms). Olmteka cannot override DSP billing or access decisions.

- If you seek a refund for a DSP purchase, you must request it through the DSP/store that processed the transaction.
- Olmteka can support investigation (release status, metadata, territory availability), but resolution is ultimately controlled by the DSP/store's policy and tooling.
- Availability may vary by territory and platform due to licensing and distribution constraints.

11. DUPLICATE CHARGES, FAILED CHECKOUTS, AND ORDER ERRORS

If you believe you were charged without receiving an order confirmation, or you see duplicate charges/orders:

- Contact shop@olmteka.com with transaction evidence (screenshots/receipts).
- Olmteka will validate payment status and either (a) confirm the valid order, (b) void/cancel duplicates, and/or (c) issue a refund for erroneous duplicate captures, subject to payment processor rules and fraud controls.
  An order is considered accepted only when Olmteka (or the platform) issues an order confirmation and

the payment is successfully captured.

12. DISPUTES, CHARGEBACKS, AND ABUSE/FRAUD CONTROLS

12.1 Disputes/chargebacks
If you open a chargeback, payment dispute, or platform claim:

- The dispute process may control timelines and communications.
- Olmteka may pause service delivery, fulfillment, replacements, refunds by email, and/or digital access assistance while the dispute is active, to prevent double recovery and fraud.
- If a dispute is resolved in your favor, Olmteka will follow the platform/payment decision and applicable law.

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

- requesting additional evidence for high-risk claims (photos, delivery scans, identity/address verification, platform receipts)
- limiting remedies for repeated non-delivery claims to the same address or repeated patterns consistent with abuse
- refusing returns/refunds tied to empty-box claims, wardrobing, false defect reports, or manipulated evidence
- preserving logs and records (timestamps, tracking data, digital delivery records) to support lawful investigations and claims handling

These controls do not waive mandatory consumer rights and are applied without discriminatory criteria.

13. CONSUMER RIGHTS

This policy does not limit rights that cannot be waived under applicable consumer protection laws. If mandatory law provides you a stronger right than this policy, mandatory law prevails for that specific issue.

13.1 EU/EEA/UK consumers — right of withdrawal (distance sales)
If you are a consumer in the EU/EEA/UK, you may have a legal right to withdraw from certain distance contracts within 14 days, without giving any reason. Key lawful exceptions commonly apply, including (as applicable):

- Made-to-order/personalized goods (including many POD products/prints)
- Digital content after delivery has begun, where you have expressly consented to immediate delivery/performance and acknowledged that you lose the withdrawal right
- Services after full performance, where you expressly requested performance and acknowledged loss of

the withdrawal right; or pro-rata payment may apply if you requested the service to start during the withdrawal period

To exercise withdrawal where available, send an unequivocal statement to contact@olmteka.com. You may use the model form below.

If withdrawal is accepted and a refund is due, it will be issued without undue delay and within the legally required period. For goods that must be returned (where applicable), you may be responsible for return shipping costs unless law requires otherwise.

14. 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.

MODEL WITHDRAWAL FORM (EU/EEA/UK CONSUMERS)

To: shop@olmteka.com

I hereby give notice that I withdraw from my contract of sale for the following goods/services:

Order number:
Ordered on / received on:
Name of consumer:
Address of consumer:
Email used for the order:
Date:

Signature (only if submitted on paper):