SHIPPING POLICY

Last updated: 16 August 2026

This Shipping Policy applies only to Physical Products (print-on-demand items and physical prints) sold by Axtlan (Olmteka S.A.S. de C.V., Mexico) via Axtlan websites and supported sales channels. Services, Digital products, and Music do not require shipping.

Shipping Support: shop@axtlan.mx
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 Physical lane only
This policy covers shipping of physical, made-to-order products fulfilled by Olmteka's fulfillment partners and shipped via third-party carriers.

1.2 Platform or marketplace overrides
If you purchase through a marketplace/platform that requires a specific shipping/dispute workflow (including claims handled directly by the platform), that workflow controls the process steps and timelines. This policy still states Olmteka's shipping posture to the maximum extent allowed.

2. ORDER FLOW AND STATUS

Typical order stages:

- Order Confirmed → Processing → In Production (POD) → Shipped → Delivered

2.1 When tracking is issued
Tracking is issued when the carrier accepts the package and a shipping label/tracking number is generated. Tracking availability can vary by destination, carrier, order value, and platform constraints.

2.2 Split shipments
If your order contains multiple items, items may ship separately (including from different production facilities). You may receive multiple tracking numbers and different delivery dates.

3. PRODUCTION TIMES (POD)

Physical Products are produced on demand. Production times are estimates and may vary by product type, seasonality, inventory availability (blank garments/materials), operational constraints of the fulfillment partner, and quality control reprints. Production time is separate from carrier transit time.

4. SHIPPING TIMES AND DELIVERY DATES

4.1 Shipping times are estimates
Shipping times are estimates provided by carriers and/or the fulfillment partner. Olmteka does not guarantee delivery dates unless expressly agreed in writing.

4.2 Delay handling (U.S. consumer baseline where applicable)
If an estimated ship time is stated, Olmteka will use a reasonable basis for that estimate. If no ship time is stated, Olmteka aims to ship within 30 days where operationally feasible. If Olmteka cannot ship within the applicable timeframe, Olmteka (or the platform, if it controls communications) will provide a delay notice and, where required, an option to cancel for a refund.

4.3 Force majeure and carrier delays
Delays caused by carriers, customs, weather, force majeure, local disruptions, or governmental actions do not constitute a breach.

5. SHIPPING DESTINATIONS, CARRIERS, AND RATES

5.1 Shipping regions
Shipping availability depends on the destination and fulfillment partner coverage. Available destinations are shown at checkout. Olmteka may not ship to locations restricted by law, carrier policy, or fulfillment partner limitations.

5.2 Carriers
Carriers vary by destination and may include national postal services and private courier networks.
Carrier selection may be automatic based on route, cost, speed, and operational constraints.

5.3 Shipping rates
Shipping costs (if any) are shown at checkout and may be calculated based on destination, weight/size, item type, and/or carrier service level. If a platform controls checkout, the platform’s displayed shipping charges apply.

5.4 Taxes at checkout
Sales tax/VAT may be collected at checkout depending on destination and sales channel. Duties and import taxes are addressed in Section 9.

6. DELIVERY STANDARD, RISK, AND PROOF OF DELIVERY

6.1 Delivery standard
A shipment is treated as delivered when the carrier records a “delivered” scan to the address provided at checkout (or equivalent proof-of-delivery under the carrier’s system).

6.2 Consumer protection
Nothing in this policy limits non-waivable consumer rights. Where mandatory law requires a different risk-transfer rule (including that risk transfers upon physical possession by the consumer), mandatory law prevails for that transaction.

6.3 High-risk delivery controls
To protect customers and the business from fraud and false non-delivery claims, Olmteka may apply proportionate controls where lawful, including: requiring signature delivery for certain destinations/order values where available, requesting additional verification for replacement requests, and coordinating carrier investigations.

7. ADDRESS ACCURACY AND ADDRESS CHANGES

7.1 Address accuracy
You are responsible for providing a complete and accurate delivery address, including unit numbers, correct postal codes, and any required delivery instructions.

7.2 Address changes
Address corrections may be possible prior to shipment but are not guaranteed once processing or production begins. Once shipped, address changes are subject to carrier capabilities and may not be possible.

7.3 Invalid or incomplete addresses
Orders returned due to an incorrect, incomplete, or undeliverable address may require reshipment at your expense unless the issue resulted from Olmteka’s error.

8. RETURNED TO SENDER (RTS), UNCLAIMED, AND REFUSED PACKAGES

8.1 RTS / unclaimed / refused handling
If a package is returned to sender due to refusal, unclaimed delivery, repeated failed delivery attempts, or address issues not attributable to Olmteka, the order is treated as fulfilled.

8.2 Reshipment
Where feasible, Olmteka may offer reshipment. Reshipment costs (including shipping and any carrier return fees) are the customer’s responsibility.
8.3 Refund eligibility for RTS
Because POD items are made to order, refunds for RTS/unclaimed/refused parcels are generally not

available, except where mandatory law provides an entitlement based on the specific jurisdiction and circumstances.

9. CUSTOMS, DUTIES, IMPORT TAXES, AND INTERNATIONAL FEES

For international shipments, customs duties, import taxes, brokerage fees, and related charges may apply and are the responsibility of the recipient unless stated otherwise at checkout. Customs processing times are outside Olmteka's control and can affect delivery estimates.

10. TRACKING ISSUES, LOST-IN-TRANSIT, AND STOLEN PACKAGES

10.1 Tracking stalls
If tracking has not updated for an extended period, contact shop@axtlan.mx with your order number and tracking information. Olmteka will coordinate with the fulfillment partner/carrier process.

10.2 Lost-in-transit
If a shipment is confirmed lost in transit under carrier/partner rules, Olmteka will provide an appropriate remedy (replacement or refund), subject to carrier/partner verification and the claim window in the Return & Refund Policy.

10.3 Delivered but not received
If tracking shows "delivered" but you did not receive the package, you must:

- verify the delivery address provided at checkout,
- check with household members/neighbors/building management,
- contact the carrier for delivery details,
- and notify Olmteka promptly.

Olmteka may request additional verification (including written statements, carrier case number, or other evidence) before authorizing a replacement to mitigate false claims, without limiting mandatory consumer rights.

10.4 Theft after delivery
If a carrier "delivered" scan is present and the package is stolen after delivery, remedies depend on applicable law, carrier rules, and available proof. Olmteka may assist with documentation, but carrier/platform processes may control the resolution.

11. DAMAGED, DEFECTIVE, OR INCORRECT ITEMS ON ARRIVAL

If your item arrives damaged, misprinted, defective, or incorrect, you must submit a claim with photos of:

- the product showing the issue clearly,
- the packaging (including any damage),
- and the shipping label.

Claims and remedies are governed by the Return & Refund Policy, including claim windows and the remedy hierarchy (replacement/reprint preferred; refund where replacement is not feasible or not timely).

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.

13. SUPPORT CONTACT

For shipping questions or claims, contact: shop@axtlan.mx

Include: order number (or platform order ID), full shipping address as provided at checkout, and tracking number (if available).