

TERMS & CONDITIONS

Last updated: 10 August 2026

These Terms & Conditions (“Terms”) govern your purchase and use of Olmteka’s offerings across all supported sales channels. Speclang is operated by Olmteka S.A.S. de C.V. (Mexico), RFC OLM2108021T9.

Provider: Olmteka S.A.S. de C.V.
Address: Blvd. Bernardo Quintana Arrioja 7001, Santiago de Querétaro, QRO, 76090, Mexico
General Contact: contact@olmteka.com
Shop / Orders / Support: shop@axtlan.mx or shop@speclang.pro
Service Order Intake (files/instructions): orders@speclang.pro

IMPORTANT: Mandatory consumer protection law may grant rights that cannot be excluded. If you purchase as a consumer, mandatory law prevails over any conflicting term in these Terms.

1. STRUCTURE, POLICY SET, AND CONFLICT ORDER

1.1 Four lanes
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 other downloadable products (including Fab.com sales where applicable).
D) Music: music distributed/sold/streamed via DSPs through DistroKid.

1.2 Incorporated lane policies
The following Master policies are incorporated by reference and form part of the contract for the applicable lane:

- Return & Refund Policy
- Shipping Policy
- Digital Products Policy
- Music Policy
- Privacy Policy

1.3 Conflict order
Mandatory consumer law > mandatory platform-required workflow or rule > these Terms > lane-specific policy terms.

For clarity, third-party platform terms do not replace these Terms in full; they control only those platform-controlled mechanics, procedures, and technical environments that the platform requires or exclusively controls.

1.4 Eligibility and authority
You confirm that you have legal capacity to enter into this contract, and if acting for a company you have authority to bind that entity.

1.5 Language
These Terms are drafted in Mexicano. If translations exist, the Mexicano version controls to the extent permitted by law.

2. SALES CHANNELS, PLATFORM TERMS, AND WHO CONTROLS WHAT

2.1 Channel matrix
Olmteka may offer listings, catalogs, content, and/or accept orders, inquiries, or transactions through:

● Speclang Shop (including Olmteka-operated websites, stores, portals, and checkout flows hosted directly by Olmteka or through third-party hosting infrastructure, including Hostinger where applicable)
● Axtlan Shop (including Shopify-hosted storefronts, checkout flows, and related apps/integrations where applicable)
● Printful or equivalent fulfillment partner(s) for POD production and shipping
● Amazon (where listings are active)
● Meta/Facebook and Instagram (where shops, checkout, messaging, listings, or ads are active)
● Mercado Libre (where listings are active)
● YouTube (where content, embeds, or shopping integrations are active)
● TikTok / TikTok Shop (where content, listings, checkout, messaging, or shop features are active)
● Pinterest (where catalogs, product pins, shopping features, or related commerce features are active)
● WhatsApp / WhatsApp Business / WhatsApp Catalog (where catalog, messaging, order-intake, or related commerce features are active)
● ArtStation (prints and/or listings where active)
● Fab.com (digital assets/models/files)
● DistroKid → DSPs/stores (music distribution and availability)
● any other current or future third-party marketplace, social-commerce channel, messaging-commerce channel, platform, integration, app, plugin, catalog surface, reseller interface, hosting environment, or sales-enablement technology through which Olmteka or Axtlan makes offerings available, communicates with buyers, or accepts, facilitates, routes, or supports transactions

2.2 Platform-required terms and workflows
When you interact with Speclang through a platform, marketplace, social-commerce channel, messaging-commerce channel, catalog surface, payment processor, or other third-party service, that third party may impose additional terms, eligibility rules, buyer protections, account rules, dispute procedures, refund mechanics, messaging limitations, evidence requirements, content policies, and technical or operational workflows. Those third-party terms apply in parallel with these Terms.

Olmteka's Terms govern the underlying goods, services, content, licenses, fulfillment standards, and support obligations to the maximum extent permitted by law.

The relevant third-party platform's terms govern the platform-controlled environment and mechanics, including, where applicable:

- account access and account enforcement;
- checkout flow and payment processing;
- platform-collected taxes or fees;
- platform messaging tools and communication limits;
- order-routing and technical integrations;
- platform-hosted catalogs, pins, shop surfaces, or listings;
- platform-specific claim, dispute, chargeback, refund, or evidence workflows; and ● any other feature or process that the platform exclusively controls.

Where a platform workflow is mandatory, it controls how, where, and within what timeframe a claim, cancellation, refund request, dispute, or communication must be submitted or processed. Nothing in this Section limits any mandatory consumer rights that cannot legally be excluded.

2.3 Merchant of record and contract parties

The applicable checkout, payment screen, order confirmation, or transaction record typically indicates who processes payment and/or issues the receipt, invoice, or transaction confirmation (the "merchant of record," where applicable). Depending on channel:

- if payment is processed through a Olmteka-controlled direct storefront or checkout flow (including Speclang Shop hosted through Olmteka's own website infrastructure or hosting providers such as Hostinger), your contract is directly with Olmteka for the purchased lane item(s);
- if payment is processed through a Shopify-hosted storefront operated by Olmteka or Axtlan, through a marketplace, or through another third-party platform or payment processor, that third party may control payment processing, tax collection, transaction confirmations, and certain buyer-protection or dispute mechanics;
- where a platform, messaging channel, or catalog surface is used only to display products, route inquiries, or facilitate order intake, the final contracting and payment entity may instead be identified at checkout, in the invoice, or in the order confirmation.

Unless a third party expressly states that it is the seller or contracting party, Olmteka remains the seller/provider of the underlying goods or services made available under the Speclang or Axtlan brand, while the relevant third party may control some or all platform, hosting, payment, catalog, communication, or dispute functions.

2.4 Third-party integrations and cookies

Embedded or integrated third-party services (e.g., YouTube embeds, Meta pixels, marketplace widgets, analytics, payment processors, and fulfillment systems) may collect data and set cookies under their own terms. See the Privacy Policy for details.

3. ORDERING, CONTRACT FORMATION, AND ACCEPTANCE

3.1 How orders are placed

Orders may be placed through:

- Speclang Shop checkout, and/or
- platform/marketplace checkout, and/or
- written confirmation by email/purchase order (Services lane).

3.2 When the contract is formed

A) Olmteka-controlled direct storefronts/checkouts: the contract is formed when you complete checkout and you receive an order confirmation indicating successful acceptance (not merely a cart, inquiry, catalog interaction, or payment attempt).
B) Platform/marketplace: the contract is formed according to the platform's order confirmation rules.
C) Services by email/PO: the contract is formed when Olmteka confirms in writing and, where applicable, receives advance payment.

3.3 Hosting/checkout errors, failed orders, and duplicate charges

If a hosting outage, plugin failure, payment processor issue, or platform incident results in any of the following:

- payment captured without a valid accepted order,
- duplicate orders/charges,
- missing confirmation despite payment attempt,
- order-routing failure between storefront, checkout, and fulfillment systems,

Olmteka will investigate and reconcile using payment processor and platform records. Where an erroneous capture or duplicate capture is confirmed, Olmteka will cancel duplicates and/or refund the erroneous amount, subject to payment processor/platform rules and anti-fraud verification.

3.4 Right to refuse or cancel before start

Olmteka may refuse or cancel an order before work begins or before fulfillment if: (i) the request is unlawful, infringing, harmful, or outside scope; (ii) files/materials are unusable; (iii) fraud risk is high; or (iv) required information is missing. If payment was captured for a canceled order, Olmteka will refund captured amounts for the canceled portion, subject to processor/platform rules and lawful deductions.

3.5 Mixed orders

If an order contains multiple lanes (e.g., Physical + Digital), each lane remains governed by its lane policy for delivery, refunds, and remedies.

4. PRICING, TAXES, CURRENCY, AND PAYMENT

4.1 Prices and currency

Prices are shown at checkout or in Speclang's written quote. Currency is determined by the channel and may include currency conversion by platforms/payment providers.

4.2 Taxes, VAT, duties, and customs
Applicable taxes/VAT may be collected at checkout depending on channel and destination. Import duties, customs fees, and brokerage charges may be charged by authorities/carriers and are typically the buyer's responsibility unless stated otherwise at checkout. Tax treatment follows applicable law and the channel's checkout rules.

4.3 Payment terms
Unless otherwise stated:

- Speclang Shop and many platforms require payment at checkout.
- Services may require advance payment, milestone payments, or net terms if agreed in writing.

4.4 Non-payment / charge failure
If payment fails, is reversed, or is flagged for risk, Olmteka may suspend delivery, revoke access where feasible, or pause work until cleared. Olmteka may withhold deliverables until payment is completed, subject to mandatory law.

4.5 Discount stacking
Discount codes, promotions, and bundles may be restricted and may not be stackable unless explicitly stated.

5. SERVICES LANE (PROFESSIONAL SERVICES)

5.1 File delivery and intake requirements
For Services ordered via Speclang Shop, project files and instructions are provided by email to orders@speclang.pro referencing the order number. You are responsible for providing complete source files and clear instructions.

5.2 Scope boundaries and professional limitations
Speclang provides linguistic and content services. Speclang does not provide legal, medical, tax, or regulatory advice. You remain responsible for final decisions, regulatory filings, clinical decisions, and any legal interpretation of content.

5.3 Client responsibilities
You warrant that you have rights to provide all materials and that they do not contain unlawful content. You are responsible for: (i) providing accurate inputs; (ii) reviewing deliverables for suitability; and (iii) using deliverables in compliance with applicable law.

5.4 Delivery dates and estimates
Delivery dates are estimates unless explicitly agreed in writing as binding.

5.5 Review window
If you believe a Services deliverable materially fails to meet the agreed scope, you must notify Speclang within 15 days of delivery with a clear description and evidence. Speclang's first-line remedy is correction within a commercially reasonable time where feasible and lawful.

5.6 Cancellation and refunds
Services cancellation/refund rules are governed by the Return & Refund Policy, Services lane.

5.7 Third-party tools and AI-assisted workflows (if used)
Where AI-assisted tooling is used as part of an internal workflow, Olmteka remains responsible for the delivered result within the agreed scope. You acknowledge that outputs can contain errors and must be reviewed for your use case, especially in high-risk contexts.

6. PHYSICAL LANE (POD / PRINTS)

6.1 Made-to-order reality
Physical items are produced on demand and may show minor variations typical of POD processes. Buyer's remorse returns are generally not offered for made-to-order goods where lawful.

6.2 Shipping and production
Shipping rules, production estimates, tracking, delivered-scan handling, RTS/unclaimed/refused parcels, and customs are governed by the Shipping Policy.

6.3 Defects and claims
Defect, misprint, and damage remedies (replacement/refund hierarchy and evidence standards) are governed by the Return & Refund Policy (Master), Physical lane.

6.4 Fulfillment partner constraints
Physical fulfillment is performed by third-party partners and carriers. Reprint eligibility, routing, address-change cutoffs, and carrier investigations are subject to partner/carrier rules and platform workflows.

7. DIGITAL LANE (FAB + DOWNLOADABLES / FILES)

7.1 Digital delivery
Digital delivery occurs when access is granted or download availability is provided (even if not downloaded). Delivery methods and access controls may be platform-governed.

7.2 License and permitted use
Your license rights, prohibited uses (including redistribution), and enforcement posture are governed by the Digital Products Policy.

7.3 Refund posture
Digital refunds and defect remedies are governed by the Return & Refund Policy, Digital lane, and the Digital Products Policy. Where lawful, digital products are non-refundable after delivery, except for defects that cannot be remedied within a reasonable time or where mandatory law provides otherwise.

8. MUSIC LANE (DISTROKID / DSP)

8.1 Platform-controlled transactions
DSPs/stores control checkout, billing, refunds, chargebacks, and access. Olmteka cannot override DSP/store billing or access decisions.

8.2 Refund routing
Refunds for DSP/store purchases must be requested through the DSP/store. Olmteka may support investigations with identifiers and distribution status, but resolution is controlled by the DSP/store. Details are governed by the Music Policy.

9. INTELLECTUAL PROPERTY (IP), OWNERSHIP, AND RIGHTS

9.1 Speclang IP
All Speclang trademarks, brands, site content, and proprietary materials remain Olmteka's property or the property of the relevant rights holder.

9.2 Client materials (Services)
You retain ownership of your pre-existing materials. You grant Olmteka a limited license to use those materials solely to perform Services.

9.3 Deliverables (Services)
Unless otherwise agreed in writing, ownership/rights to Services deliverables transfer to you upon full payment, subject to: (i) third-party rights; (ii) your lawful use; and (iii) exclusions for Olmteka's pre-existing tools, templates, and internal methods.

9.4 Digital Products and Music
Digital Products are licensed, not sold (see Digital Products Policy). Music rights and availability are governed by distribution arrangements and platform rules (see Music Policy).

10. ACCEPTABLE USE, USER CONTENT, AND PROHIBITED CONDUCT

10.1 Prohibited conduct
You must not:

- provide illegal, harmful, defamatory, infringing, or malware-infected content;
- attempt to scam, extort, or abuse refund/claim systems;
- perform unauthorized access, scraping, credential attacks, or interference with systems;
- submit false IP takedowns or manipulated evidence.

10.2 Suspension and refusal of service
To protect customers and operations from scams and abuse, Olmteka may apply proportionate controls

where lawful, including verification holds, evidence requests, restriction of remedies for repeated abusive patterns, suspension of service/access during disputes, and refusal of service for bad-faith conduct, without discriminatory criteria and without waiving mandatory consumer rights.

11. WARRANTIES, DISCLAIMERS, AND LIMITATION OF LIABILITY

11.1 Warranty disclaimer (to the extent permitted)
Except where mandatory law provides otherwise, Olmteka provides offerings “as is” and disclaims implied warranties, including merchantability, fitness for a particular purpose, and non-infringement.

11.2 Limitation of liability (to the extent permitted)
To the maximum extent permitted by law, Olmteka’s total liability for claims arising out of or related to an order is limited to the amount paid for the specific item/service giving rise to the claim. Olmteka is not liable for indirect, consequential, special, or punitive damages, including lost profits, lost data, or business interruption.

11.3 Mandatory consumer-law carveout
Nothing limits liability that cannot be limited under applicable law, including consumer rights and statutory remedies where non-waivable.

11.4 Force majeure
Olmteka is not liable for delays or failure caused by events beyond reasonable control (e.g., carrier disruptions, platform outages, governmental actions, natural disasters, war, labor disputes).

12. CONFIDENTIALITY AND DATA PROTECTION

12.1 Confidentiality
Where applicable (Services lane), Olmteka will treat client materials as confidential and use them only to perform Services, subject to lawful disclosure requirements and subcontractor/partner involvement for performance.

12.2 Personal data
Olmteka’s processing of personal data is governed by the Privacy Policy, including cookies/trackers and third-party integrations. Certain platforms process personal data under their own terms and policies.

13. DISPUTES, CHARGEBACKS, AND EVIDENCE

13.1 Dispute workflows
If you open a chargeback, payment dispute, or platform claim, the platform/payment provider dispute process controls mechanics and timelines. Olmteka may suspend delivery, reprints, access assistance, or services while a dispute is active to prevent double recovery and fraud, subject to mandatory law.

13.2 Evidence preservation
Olmteka may preserve and use relevant records (timestamps, order logs, delivery scans, download records, correspondence) to evaluate claims, prevent scams, and respond to disputes.

13.3 Informal resolution first
Before filing legal action, you agree to contact Olmteka at contact@olmteka.com with a clear description of the issue to attempt resolution, unless mandatory law grants you a right to proceed differently.

14. GOVERNING LAW AND JURISDICTION

14.1 Governing law
These Terms are governed by the laws of Mexico, without regard to conflict-of-laws rules, except where mandatory consumer law in your jurisdiction applies and overrides.

14.2 Venue
For business-to-business disputes, exclusive jurisdiction is the competent courts of Querétaro, Mexico, unless agreed otherwise in writing. For consumers, jurisdiction and venue follow mandatory rules applicable to the consumer's residence where required.

15. CHANGES TO THESE TERMS

Olmteka may update these Terms to reflect operational, legal, or channel changes. The "Last updated" date indicates the effective date for new orders. Material changes may be posted on Speclang's site(s) and/or provided through relevant channels.

16. CONTACT

General: contact@olmteka.com
Shop/Support: shop@axtlan.mx or shop@speclang.pro
Service files/instructions: orders@speclang.pro