LEGAL · ALTER EXCLUSIVE

Terms of Service

VERSION	LAST UPDATED	PROVIDED BY	QUESTIONS
2026-11-05	November 5, 2026	Alter Exclusive	support@alterexclusive.com

THE SHORT VERSION

- Alter Exclusive is a music label that distributes your music to stores and streaming services worldwide.
- You keep 100% ownership of your music. You only give us the rights we need to deliver it and collect your earnings.
- You must own or have cleared everything you upload: recordings, samples, beats, artwork and names.
- We keep 20% of what stores pay for your releases, unless we agreed something else in writing. You get the rest, paid automatically once your balance reaches $250.00.
- Fake streams, copied music and misleading releases are not allowed and can cost you your earnings and your account.

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These Terms of Service (“Terms”) are an agreement between you and Alter Exclusive (“we”, “us”) about your use of the Alter Exclusive website, artist dashboard, distribution to digital stores and related services (together, the “Service”). Please read them carefully — they affect your rights.

01 About us and these terms

Alter Exclusive is an independent music label and distributor. We review music submitted by artists and labels and deliver it to digital stores and platforms around the world, directly or through our distribution partners.

By signing in to or using the Service you agree to these Terms and to our Privacy Policy and DMCA Policy. If you use the Service for a label, a company or other artists, you confirm that you are allowed to accept these Terms for them, and "you" includes them.

You must be at least 16 years old, or have the consent of a parent or legal guardian who accepts these Terms on your behalf.

02 Accounts

- Accounts are created by our team after an application is approved. There is no public sign-up.
- Keep your sign-in details private. You are responsible for everything done through your account. Tell us straight away at support@alterexclusive.com if you think someone else has access to it.
- Keep your profile, artist, label and payout details correct and up to date. Some details, such as artist names and store profile IDs, can't be changed by stores after delivery.
- For your security, sessions end automatically after a period of inactivity, and we email you when someone signs in to your account.

03 The service

The Service lets you submit sound recordings, artwork and metadata ("Releases"). Our team reviews each Release and, once approved, delivers it to the digital stores and platforms you choose ("Stores"), such as Spotify, Apple Music, YouTube Music, TikTok, Amazon Music, Deezer and others.

- Each Store decides on its own whether, when and how it makes a Release available. We can't promise that a Store will accept a Release or keep it, or any placement, playlist or number of streams.
- Release dates are requests to Stores. Delivery usually takes several days, so plan at least 7 days ahead of your release date.
- We assign UPC and ISRC codes when you don't provide your own. Codes we assign are issued for use through Alter Exclusive.
- We may add, change or remove Stores and features. If a Store stops working with us, your Releases there may be removed.

04 Your music and your rights

You keep full ownership of your recordings, compositions, artwork and anything else you upload ("Content"). We never take ownership of your music. For every Release you submit, you confirm that:

- you own or control all the rights needed to distribute the Content worldwide (or in the territories you choose) — the master recording, the composition, the artwork and any names, photos or likenesses shown;

- every sample, beat, loop, interpolation and featured performance is cleared in writing, and any beat or instrumental licence you rely on allows commercial release in Stores;
- the Content doesn't infringe anyone's copyright, trademark, privacy or other rights, and isn't unlawful, hateful or harmful;
- titles, artist names, songwriter and publisher credits, explicit flags, genres and languages are correct and follow Store style guides;
- you haven't already released the same recording to the same Stores through another distributor — or you told us, so it can be handled correctly.

You are responsible for paying co-writers, producers, featured artists, publishers and anyone else who contributed to your Content, unless we agreed otherwise in writing.

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05 The licence you give us

So that we can provide the Service, you give Alter Exclusive a non-exclusive, worldwide (or territory-limited, as you choose) licence, for as long as your Releases are distributed through us, to:

- copy, encode, store and deliver your Content to Stores, and allow Stores to make it available to their users by streaming, download and the other formats they offer;
- collect the money Stores pay for the use of your Content;
- register and manage your Content in the rights-management systems you opt into (see "Content ID and rights management");
- use your artist names, artwork, metadata and short excerpts to present and promote your Releases and the Service, including on our website and social channels.

The licence ends for a Release once it has been taken down from all Stores, except for copies Stores may keep under their own terms (for example purchases fans already made) and records we must keep by law. Because the licence is non-exclusive, you remain free to use your music anywhere else.

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06 Review, rejection and takedowns

- Every Release is reviewed before delivery. We may approve it, ask you for changes, or reject it — for example when artwork or audio doesn't meet Store requirements, metadata is misleading, rights are unclear, or the Content breaks these Terms. You'll see the reason in your dashboard.
- You can request a takedown of a delivered Release at any time from its page. Stores usually process takedowns within a few days to a few weeks.
- We may remove or block a Release without notice if we receive a credible rights claim, a Store asks us to, we suspect fraud, or it breaks these Terms or the law.

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07 Content ID and rights management

If you choose services such as YouTube Content ID or Meta Rights Manager, we register your recordings so that videos using them can be identified, monetised, tracked or blocked. Only choose these services for recordings you control exclusively — never for Releases with non-exclusive beats, loops, samples or public-domain material.

You can ask us to release a claim or allowlist a channel or page through the Requests section. We decide on these requests at our discretion and may ask for proof. Platforms penalise wrongful claims, and we may pass those penalties on to you.

08 Royalties and payouts

- **Your share.** When Stores pay us for your Releases, we credit your share to your balance. Unless we agreed a different split in writing, your share is the net revenue we receive for your Releases — after Store and payment fees, taxes withheld by Stores and agreed costs — less our distribution fee of 20%. Your statements show the earnings, the fee and the amount credited for every report.
- **Timing.** Stores report and pay late — usually two to three months after the month of the streams or sales. Statistics in your dashboard are estimates and can differ from final payments.
- **Automatic payouts.** You don't need to ask for a payout. When your balance reaches $250.00, we pay the full balance to the bank account (IBAN/SWIFT) or PayPal account in your payout details, normally in our next payout run. Smaller balances carry over.
- **Payout details.** The payout account must be in your name or your company's. You are responsible for the details you enter; payments sent to wrong details you gave us can't be recovered by us. Bank, currency-conversion and PayPal fees can reduce the amount you receive.
- **Corrections.** We may correct mistakes and deduct from your balance amounts that Stores reverse or claw back, earnings from fraudulent or artificial activity, and amounts you owe us under these Terms.
- **Taxes.** You are responsible for declaring and paying tax on your earnings. We may ask for tax information and withhold tax where the law requires it.

09 Copyright and intellectual property

Your copyright

Copyright in your music, artwork and other Content stays with you or the people you licensed it from. Nothing in these Terms transfers ownership of your Content to us.

Our copyright and trademarks

The Service itself — the website, dashboard, software, design, layout, texts, graphics, logos and compilation of data, but not your Content — is owned by Alter Exclusive or its licensors and is protected by copyright, trademark and other laws. © 2026 Alter Exclusive. All rights reserved.

alterexclusive®, the Alter Exclusive name and logo, and our other brand features are trademarks of Alter Exclusive. You may not use them — for example in an artist name, release title, domain name, social media account or advertisement — in a way that suggests a connection with us or our endorsement, without our written permission. You may mention that your music is distributed by Alter Exclusive.

Names and logos of Stores and other companies shown on the Service belong to their owners and are used only to identify their services.

What you may and may not do

- You may use the Service, and the statistics, statements and reports in your account, for managing your own music and business.
- You may not copy, reproduce, republish, sell or distribute any part of the Service, its design or its texts, and you may not frame, mirror, scrape, crawl or reverse engineer it, or build a similar service from it, without our written permission.
- If you send us ideas or feedback about the Service, we may use them freely without paying you.

Reporting infringement

We respect the rights of creators. If you believe Content on the Service or delivered through us infringes your copyright, send a notice as explained in our DMCA Policy, or use the copyright notice form. We remove infringing Content and close the accounts of repeat infringers.

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10 What you must not do

You must not use the Service to:

- upload Content you don't have the rights to, or pretend to be another artist, label or person — including using a famous artist's name in your artist name, title or metadata to mislead listeners;
- distribute content that is unlawful, hateful, sexually exploits minors, incites violence, or infringes other people's rights;
- submit duplicate, near-identical, low-effort or mass-generated content made to game Stores, or AI-generated material you aren't entitled to distribute or that misleads listeners about who performed it;
- interfere with the Service, try to get into accounts or data that aren't yours, get around our security checks, or upload malware.

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11 Streaming fraud

Artificial streaming — streams, views, followers or engagement created by bots, scripts, click farms, paid streaming services, looped playback or any other non-genuine means — is strictly forbidden, whether you do it or someone does it for you. Stores detect it and penalise it.

If a Store reports, or we reasonably suspect, artificial activity on your Releases, we may withhold or deduct the related earnings, pass on any fines a Store charges us, take the affected Releases down, and suspend or close your account.

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12 Suspension and termination

- You can ask us to close your account at any time. We will take your Releases down and pay out any balance above the minimum payout, less amounts we are allowed to deduct.
- We may suspend or close your account and take your Releases down if you break these Terms, if the law or a Store requires it, or if we stop providing the Service. Where reasonable, we will tell you first and give you a chance to fix the problem.
- Parts of these Terms that by their nature should continue after your account is closed — including your guarantees, payment corrections, copyright, liability limits and indemnity — keep applying.

13 Disclaimers

The Service is provided “as is” and “as available”. As far as the law allows, we make no promises about uninterrupted availability, Store decisions, earnings, numbers of streams, or the accuracy of statistics provided by Stores.

14 Limitation of liability

As far as the law allows, Alter Exclusive is not liable for indirect, incidental or consequential losses, lost profits, lost opportunities or lost data. Our total liability arising from the Service in any twelve-month period is limited to the amount we kept from your earnings (or fees you paid us) in that period. Nothing in these Terms limits liability that can’t be limited by law, such as liability for intent or gross negligence.

15 Indemnity

You agree to compensate Alter Exclusive and its team for claims, losses, penalties and reasonable legal costs caused by your Content, by your breach of these Terms, or by a claim from someone else that your Content infringes their rights.

16 Changes to these terms

We may update these Terms, for example when we add features or when Stores change their rules. The version and date at the top of this page show the current Terms. When we make changes, we will ask you to accept the new version the next time you use the Service. If you don’t accept them, you can close your account.

17 Governing law and disputes

These Terms are governed by the laws of the Republic of Serbia. Disputes will be decided by the competent courts in Belgrade, unless mandatory consumer law lets you bring proceedings where you live. Before going to court, please contact us so we can try to solve the problem together.

18 General

If any part of these Terms can’t be enforced, the rest still applies. If we don’t enforce a right straight away, we don’t give it up. You may not transfer your account or these Terms without our consent; we may transfer them as part of a reorganisation or sale of our business. These Terms, the Privacy Policy, the DMCA Policy and any written agreement with you are the whole agreement about the Service. If a separate signed agreement conflicts with these Terms, the signed agreement wins.

Contact

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PRIVACY REQUESTS privacy@alterexclusive.com	COPYRIGHT NOTICES dmca@alterexclusive.com

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