GUIDING PEN GLOBAL LTD

OFFICIAL DIGITAL MUSIC STORE POLICY

Company: GUIDING PEN GLOBAL LTD

Chief Executive Officer (CEO): GLADWINN

Artist, Songwriter & Music Producer: GLADWINN

Record Label: GUIDING PEN GLOBAL LTD

Effective Date: October 2026

Policy Version: 1.1

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Music. Creativity. Ownership.

ARTICLE 1 - INTRODUCTION

1.1 Welcome

Welcome to the official digital music store of Guiding Pen Global Ltd, under the leadership of its Chief Executive Officer, GLADWINN.

Guiding Pen Global Ltd is a music and creative media company committed to producing, publishing, distributing, and licensing original creative works.

Our digital music store provides customers with access to original songs, instrumental recordings, and instrumental recordings accompanied by backing vocals.

1.2 Purpose

This Store Policy governs the purchase, payment, delivery, downloading, refund eligibility, and general use of digital music products sold through our official website.

1.3 Agreement

By purchasing a product from our website, customers agree to comply with this Store Policy and the applicable Guiding Pen Global Ltd Official Music Sales and Licensing Agreement.

ARTICLE 2 - OFFICIAL PRODUCTS AND PRICES

2.1 Available Products

Guiding Pen Global Ltd offers three categories of digital music products.

Product	Price	Format	License
Full Song	€2.99	WAV	Personal Use
Instrumental Only	€29.99	WAV	Commercial Cover License
Instrumental + Backing Vocals	€49.99	WAV	Commercial Cover License

All prices apply per song and per purchased product.

2.2 Currency

All prices are displayed in euros (€).

Any applicable taxes or additional transaction charges will be disclosed before checkout.

2.3 Pricing Changes

Guiding Pen Global Ltd reserves the right to modify prices for future purchases.

Changes will not affect orders already completed.

2.4 Separate Purchases

Purchasing one product does not automatically grant access to the other versions of the same song.

Each product must be purchased separately.

ARTICLE 3 - DIGITAL PRODUCT FORMAT

3.1 WAV Audio

All music products are supplied exclusively in WAV format.

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3.2 Excluded Formats and Files

We do not currently provide:

1. MP3 audio files.
2. Individual instrumental stems.
3. Individual vocal stems.
4. Multitrack production sessions.
5. Digital audio workstation project files.

3.3 Compatibility

Customers are responsible for ensuring that their devices and software support WAV audio files.

3.4 Audio Quality

The audio resolution of each WAV file will be specified on the relevant product page.

ARTICLE 4 - PAYMENT POLICY

4.1 Payment Requirements

All purchases must be paid for in full before digital products are delivered.

4.2 Accepted Payment Methods

Customers may use the payment methods displayed at checkout.

4.3 Payment Processing

Payments are processed through the payment service providers made available on our website.

Guiding Pen Global Ltd does not intentionally store complete payment card details on its own store systems.

4.4 Payment Verification

Orders may be delayed where additional verification is reasonably necessary to address suspected fraud or unauthorized transactions.

ARTICLE 5 - DIGITAL DELIVERY POLICY

5.1 Delivery Method

All products are delivered digitally.

Following successful payment, customers will receive access to their purchased WAV files through a download link, customer account, or another delivery method identified at checkout.

5.2 Delivery Time

Digital delivery is normally initiated automatically following payment confirmation.

5.3 Download Responsibility

Customers are encouraged to download and securely store their purchased files.

5.4 Delivery Problems

If a customer experiences a failed download, inaccessible file, or delivery error, they may contact Guiding Pen Global Ltd for assistance.

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ARTICLE 6 - REFUND AND CANCELLATION POLICY

6.1 Digital Purchases

Because our products are digital audio files, refund eligibility depends on the circumstances of the purchase and applicable consumer protection laws.

6.2 Before Digital Delivery

Customers may request cancellation before digital delivery begins, subject to applicable law.

6.3 After Digital Delivery

Where permitted by applicable law, customers may lose their statutory withdrawal right once digital delivery begins if they have expressly consented to immediate delivery and acknowledged the resulting loss of that right.

6.4 Refund Eligibility

Customers may request assistance or an appropriate remedy where:

- A purchased file is corrupted.
- An incorrect product is delivered.
- A duplicate payment occurs.
- A technical error prevents access to the purchased file.
- Another legally recognized reason for a refund or remedy applies.

6.5 Change of Mind

Change-of-mind refunds may be unavailable after digital delivery begins where all applicable legal requirements have been satisfied.

6.6 Mandatory Consumer Rights

Nothing in this Store Policy excludes or limits mandatory consumer protection rights.

ARTICLE 7 - MUSIC LICENSING POLICY

All music purchases are governed by the Guiding Pen Global Ltd Official Music Sales and Licensing Agreement.

7.1 Full Song - €2.99

The Full Song product contains the original completed recording performed by GLADWINN.

It is licensed for personal listening.

Customers may not commercially redistribute, resell, or claim ownership of the recording.

7.2 Instrumental Only - €29.99

Customers receive a non-exclusive commercial recording license permitting them to:

1. Record their own vocals over the purchased instrumental.
2. Create one authorized cover recording.
3. Commercially distribute the resulting cover recording.
4. Monetize authorized streams and downloads.
5. Perform the resulting recording, subject to applicable performance rights.

7.3 Instrumental + Backing Vocals - €49.99

Customers receive a non-exclusive commercial recording license permitting them to:

1. Record their own lead vocals over the supplied instrumental and backing vocals.

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2. Create one authorized cover recording.
3. Commercially distribute the resulting recording.
4. Monetize authorized streams and downloads.
5. Perform the resulting recording, subject to applicable performance rights.

7.4 Copyright Requirements

Commercial recording licenses do not automatically replace separately required composition, mechanical, publishing, synchronization, or public-performance permissions.

Customers must comply with the applicable Music Sales and Licensing Agreement.

ARTICLE 8 - COPYRIGHT AND INTELLECTUAL PROPERTY

8.1 Ownership

All original musical compositions, recordings, instrumentals, backing vocals, artwork, logos, and other protected materials remain the intellectual property of their respective rights holders.

8.2 Copyright Transfer

Purchasing a digital product does not transfer copyright ownership.

8.3 Unauthorized Distribution

Customers may not resell, redistribute, sublicense, or falsely claim ownership of purchased recordings.

8.4 Copyright Protection

Guiding Pen Global Ltd reserves the right to pursue appropriate legal remedies against unauthorized use of protected material.

ARTICLE 9 - DOWNLOAD SECURITY

9.1 Download Links

Customers must not publicly distribute purchased download links.

9.2 File Sharing

Customers must not share original purchased WAV files with unauthorized third parties.

9.3 Customer Responsibility

Customers are responsible for protecting access to their purchased files.

9.4 Unauthorized Redistribution

Guiding Pen Global Ltd may investigate suspected unauthorized redistribution and take lawful action where appropriate.

ARTICLE 10 - ORDER ERRORS

10.1 Order Review

Customers should carefully review their selected products before completing payment.

10.2 Incorrect Purchases

Customers who purchase an incorrect product should contact support as soon as possible.

10.3 Resolution

Requests for exchanges, cancellations, or refunds will be assessed according to applicable law and the circumstances of the transaction.

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ARTICLE 11 - CUSTOMER SUPPORT

11.1 Technical Assistance

Customers experiencing purchase, payment, licensing, or download problems may contact Guiding Pen Global Ltd.

11.2 Support Information

Customers should provide:

1. Their order number.
2. The purchased product.
3. A description of the problem.
4. Relevant screenshots or error messages, where available.

Customers should never provide passwords or complete payment card details.

11.3 Response Time

We aim to respond to customer inquiries within three business days.

This response target is not a guarantee.

ARTICLE 12 - WEBSITE AVAILABILITY

Guiding Pen Global Ltd aims to maintain a reliable and accessible online store.

However, temporary interruptions may occur because of:

- Scheduled maintenance.
- Technical difficulties.
- Hosting problems.
- Payment-processing interruptions.
- Circumstances beyond our reasonable control.

Where an interruption affects a completed purchase, we will make reasonable efforts to restore access or provide an appropriate remedy.

ARTICLE 13 - FRAUD PREVENTION

Guiding Pen Global Ltd reserves the right to investigate suspicious transactions.

Orders may be delayed, suspended, or cancelled where reasonably necessary to address suspected fraud or unauthorized payment activity.

Refunds and cancellations will be handled according to applicable law.

ARTICLE 14 - PRIVACY AND CUSTOMER INFORMATION

14.1 Information Collection

Customer information may be collected and processed for purposes including:

1. Processing purchases.
2. Delivering digital products.
3. Providing customer support.
4. Maintaining transaction records.
5. Preventing fraud.
6. Meeting applicable legal obligations.

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14.2 Data Protection

Personal data will be handled according to our separate Privacy Policy and applicable data protection laws.

14.3 Marketing Communications

Marketing communications will be sent only where an appropriate legal basis exists.

14.4 Payment Information

Payment information will be handled according to the applicable payment provider’s security and privacy procedures.

ARTICLE 15 - CUSTOMER RESPONSIBILITIES

Customers agree to:

1. Provide accurate purchase information.
2. Use purchased products within their applicable licenses.
3. Respect copyright ownership.
4. Avoid unauthorized redistribution.
5. Refrain from fraudulent payment activity.
6. Comply with relevant music distribution requirements.
7. Contact customer support when assistance is required.
8. Respect the rights of GLADWINN, Guiding Pen Global Ltd, and other relevant rights holders.

ARTICLE 16 - CHANGES TO STORE POLICY

16.1 Policy Updates

Guiding Pen Global Ltd may update this Store Policy to reflect changes in products, business operations, legal requirements, or payment services.

16.2 Publication

Updated policies will be published on the official website.

16.3 Existing Purchases

Changes will not retroactively remove rights already acquired under completed purchases.

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ARTICLE 17 - GOVERNING LAW

This Store Policy shall be governed by the laws of the Federal Republic of Nigeria, subject to mandatory consumer protection laws applicable in other jurisdictions.

Nothing in this policy excludes mandatory legal protections available to customers.

ARTICLE 18 - COMPANY INFORMATION AND CUSTOMER CONTACT

Registered Company Name: GUIDING PEN GLOBAL LTD

Chief Executive Officer (CEO): GLADWINN

Artist, Songwriter & Music Producer: GLADWINN

Record Label: GUIDING PEN GLOBAL LTD

Customer Support Email: guidingpengloballtd@gmail.com, gladwinnofguidingpen@gmail.com

Official Website: Guidingpendigital.com

Customers may contact the company regarding purchases, digital delivery, refunds, licensing, or technical assistance.

ARTICLE 19 - OFFICIAL STORE SUMMARY

Product	Price	Audio Format	License
Full Song	€2.99	WAV	Personal Use
Instrumental Only	€29.99	WAV	Non-Exclusive Commercial Cover License
Instrumental + Backing Vocals	€49.99	WAV	Non-Exclusive Commercial Cover License

All products are digital downloads.

All products are supplied exclusively in WAV format.

Individual track stems are not available.

Commercial recording licenses are subject to the Official Music Sales and Licensing Agreement.

OFFICIAL COPYRIGHT NOTICE

© 2026 GUIDING PEN GLOBAL LTD. ALL RIGHTS RESERVED.

Chief Executive Officer: GLADWINN

Artist, Songwriter & Music Producer: GLADWINN

All original musical compositions, sound recordings, instrumental arrangements, backing-vocal performances, artwork, logos, and other protected materials remain subject to applicable intellectual property laws.

Unauthorized reproduction, redistribution, resale, sublicensing, or exploitation beyond the applicable license is prohibited.

GUIDING PEN GLOBAL LTD

Music. Creativity. Ownership.

END OF OFFICIAL DIGITAL MUSIC STORE POLICY