MUSUNO COPYRIGHT & CONTENT REPORTING POLICY

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This Policy explains how to report content on Musuno that you believe infringes copyright, trademark, or another right; violates applicable law or the Musuno Content Guidelines; impersonates another person; creates a child-safety or other serious safety concern; or otherwise requires review. Musuno is operated by MUSUNO LTD, a private limited company incorporated in England and Wales (company number 17276776), with its registered office at 71–75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom ("Musuno", "we", "us").

This reporting and moderation process is administered by MUSUNO LTD as operator of the Service. Where an End User purchase is sold by Xavier Yi Yu Luo d/b/a Musuno through the United States sole-proprietor payment route, that seller/merchant status does not change the reporting channel, content-review process, or enforcement process described in this Policy.

1. How to Submit a Report

You may submit a report using the Report form at musuno.com/report (also linked from Musuno marketplace and product pages), through another reporting or support channel that Musuno designates, or by emailing admin@musuno.com. The Report form submits the report directly into Musuno's moderation process and may create an internal moderation record or queue item. Musuno may use internal tools, including a private Discord notification, to alert moderators that a report requires attention; Discord is not intended to be the public complaint record, and a reporter is not required to join or use Discord to make a report.

Do not post identity documents, private contact information, or other sensitive evidence in a public community channel or other public forum. Send sensitive supporting material through a private Musuno reporting/support method or by email. Where you provide reliable contact information, Musuno may acknowledge receipt and, where required by law or appropriate to the report, communicate the outcome and available response, appeal, or redress route.

Musuno does not require a reporter to contact the affected Creator before submitting a report.

2. Copyright, Trademark & Other Rights Reports

If you believe content available through Musuno infringes your copyright, trademark, likeness, or another legal right, please provide enough information for us to identify and evaluate the claim. A useful report normally includes:

- your name and a reliable email address or other contact method;
- identification of the work, mark, likeness, or other right you believe is affected;
- an explanation of your ownership of, licence to, or authority to act for the owner of that right;
- the URL, Creator name, product name, or other precise location of the content on Musuno;
- a clear explanation of why you believe the use is unauthorised, infringing, or otherwise unlawful;
- supporting evidence reasonably available to you, such as an original publication, registration, licence, contract, or comparison image; and
- a statement that you believe in good faith that the information in the report is accurate.

We may request additional information where reasonably necessary. Musuno accepts copyright reports under this Policy without representing that any particular statutory safe-harbour procedure applies to every report or jurisdiction.

3. Other Content & Safety Reports

You may also report content or conduct for reasons including:

- sexual or exploitative content involving minors or characters who appear to be minors;
- illegal content or activity;
- impersonation or unauthorised use of the identity or likeness of a real person;
- non-consensual intimate or sexual material;
- hate, harassment, credible threats, or violent extremist content;
- fraud, scams, malware, or security threats;
- content that violates the Musuno Content Guidelines; or
- another legal or serious safety concern.

Please identify the exact content or account, explain the concern, and provide relevant evidence where available. For emergencies involving an immediate threat to life or physical safety, contact the appropriate emergency service or law-enforcement authority as well as Musuno.

4. How Musuno Reviews Reports

Musuno may use human review, technical tools, automated or risk-based checks, and information from service providers to identify, prioritise, or investigate a report. Automated tools may flag or temporarily hold content while review is pending, but final decisions to permanently unpublish or remove content, restrict Creator monetisation, suspend a Creator, or terminate a Creator account are made following human review. Musuno does not routinely promise to manually pre-screen every upload before publication. Depending on the nature and seriousness of the issue, we may:

- take no action where the available information does not establish a violation;
- request more information from the reporter or the affected Creator;
- temporarily unpublish, restrict, or suspend content while a report is investigated;
- require the Creator to modify or remove specific material;
- permanently remove content or restrict monetisation;
- suspend or terminate a Creator or user account;
- preserve relevant records where reasonably necessary; or
- refer a matter to a payment provider, regulator, competent authority, or law-enforcement body where legally required or reasonably necessary.

Submission of a report does not guarantee removal. Musuno may take immediate protective action before contacting the affected Creator where we reasonably believe this is necessary because of illegality, child safety, fraud, security, infringement, payment-network requirements, or another serious risk.

5. Notice to the Affected Creator & Response

Where appropriate and legally permitted, Musuno will tell the affected Creator the principal reason for a restriction or removal and give them a reasonable opportunity to provide responsive information. A Creator may show, for example, that they created or own the work, have permission or a valid licence, the report identifies the wrong content, or the decision is based on a factual mistake.

Musuno may restore content where a report is withdrawn, the parties resolve the dispute, the Creator provides sufficient evidence, or Musuno otherwise determines that the restriction is no longer justified. Restoration is not guaranteed where a separate legal, safety, payment-network, or Content Guidelines issue remains.

6. Appeals

A Creator or other affected user may request human review of a Musuno moderation or removal decision using the appeal or response method identified in the notice, by submitting a support ticket, or by contacting admin@musuno.com. The appeal should identify the affected content and explain the material reason the decision should be reconsidered. An appeal does not automatically restore content while review is pending.

Where required by applicable law, Musuno will provide additional information about available review or redress procedures. Musuno may limit repeated appeals that raise no new material information after a decision has been reviewed.

7. False, Abusive & Repeated Reports

Reports must be made in good faith. Musuno may restrict use of reporting systems where a person repeatedly submits reports that are knowingly false, fraudulent, abusive, or manifestly unfounded. This does not prevent someone from making a genuine report merely because an earlier report was unsuccessful.

8. Complex Ownership Disputes

Musuno is not a court and may be unable to resolve complex disputes about authorship, licensing, contractual ownership, trademark scope, fair dealing/fair use, or similar issues. Where the available information does not allow Musuno to resolve the issue reasonably, we may ask the parties to resolve it directly or obtain an appropriate legal determination. Musuno may keep content restricted while a material rights dispute remains unresolved where reasonably necessary to protect users, Creators, Musuno, or third parties.

9. Records, Privacy & Disclosure

Musuno may retain reports, evidence, moderation records, and related communications where reasonably necessary for legal compliance, dispute handling, fraud prevention, enforcement of our agreements, repeat-abuse prevention, or the establishment, exercise, or defence of legal claims. We process personal data in accordance with the Musuno Privacy Policy.

Information may be shared with the affected Creator, rights holder, payment provider, professional adviser, regulator, or competent authority where reasonably necessary to investigate or resolve a report, provide a fair opportunity to respond, comply with law, or protect legal rights. We aim to limit disclosure to information reasonably necessary for those purposes.

10. Relationship With Other Musuno Policies

This Policy should be read together with the Musuno Terms of Service, Creator Agreement, Content Guidelines, and Privacy Policy. Creators remain responsible for ensuring that content they upload complies with applicable law, third-party rights, the Creator Agreement, and the Content Guidelines. Musuno's ability to investigate reports or conduct its own reviews does not mean that Musuno approves, endorses, or manually pre-screens every item of Creator content before publication.

11. Contact

MUSUNO LTD

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Email: admin@musuno.com