

Creator Takedown and Account Closure Policy

Music Coast

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Version: 1.0 DRAFT

Status: Public procedure; service-level target pending owner/legal approval

Effective date: July 29, 2026

Last Updated: July 29, 2026

Audience: Artists, labels, rightsholders, authorized representatives, and account holders

1. Who may request a takedown

An artist, label, distributor, manager, authorized representative, master owner, publisher or other rightsholder may request a takedown when they control the affected rights or are authorized to act. Music Coast may request identity and authority verification before acting.

2. Information required

- Artist and requester name, contact information, and role.
- Release title, track title, Music Coast URL, ISRC, and UPC where available.
- The territories affected and whether the request concerns a full release, selected tracks, or profile control.
- A clear description of the right or authorization supporting the request.

3. Processing target

Verified artist-requested takedowns are generally processed within five business days. Credible urgent infringement or safety matters may be handled sooner. The 5-business-day target is a recommended service level pending owner/legal approval and may be affected by incomplete information, rights conflicts, platform dependencies, legal process, or provider outages.

4. Urgent copyright, rightsholder, or safety escalation

Credible claims of infringement, unauthorized impersonation, dangerous content, or immediate safety risk may be temporarily restricted while Music Coast verifies the claim. U.S. copyright notices should also follow the Copyright & DMCA Policy where applicable.

5. Territory-specific takedowns

A requester may identify specific territories. Music Coast may restrict only the affected territories when rights are limited geographically, or may remove the content more broadly when the available controls, claim, or legal risk require it.

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6. Online and offline availability

Processing normally removes the affected content from new online availability. Previously authorized offline access may be revoked, disabled, or allowed to expire as the application reconnects and verifies rights. Immediate deletion from every device cannot be guaranteed where a device remains offline.

7. Retained records

Public removal does not require immediate deletion of all records. Music Coast may retain limited backups, statements, provider reconciliation, licensing reports, tax and accounting records, agreement acceptances, audit logs, fraud evidence, and legal or rights-dispute material for the period reasonably required by law, contract, security, and reporting obligations.

8. Final statement and unpaid balance

Music Coast may issue a final statement after provider reconciliation. Removing music or closing an account does not automatically forfeit an undisputed earned balance. Any remaining amount is subject to final provider reconciliation, thresholds, refunds, chargebacks, taxes, fraud review, and rights disputes.

9. Holds

Music Coast may hold a disputed amount while investigating fraud, refunds, chargebacks, tax compliance, sanctions, ownership conflicts, or provider corrections. Undisputed amounts should be identified separately where practical.

10. Account closure

Account closure may require verification of identity and authority, completion of pending takedowns, revocation of secure-upload links, settlement or carry-forward treatment of balances, and retention of records required for compliance. Closing a profile does not erase the rights of another verified owner or the obligations attached to previously reported usage.

11. How to submit

Use Music Coast's contact or artist-verification channel for a basic request. Do not email government ID, banking, tax, or contract documents. Music Coast will provide a permission-controlled secure link if sensitive evidence is required.