

## GUIDE.SUMMARY

h3

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)For use by VeRO Legal only

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What  This VeRO guide is for sellers and eBay members who are not Rights Owners.

This guide contains information on eBays Verified Rights Owners (VeRO) program for VeRO Legal teammates. Specifically, you will find:

- Related Links to email solution templates for sellers
- Talking Points for commonly asked questions from sellers
- Direct link to Consequence Guidelines
- Member Notice for each VeRO reason code
- Tips for Members for item an content infringement

Use the navigational links on the left to access the section you need. 

Not sure if this is the correct VeRO article? The following VeRO articles also exist:

- 

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347>Verified Rights Owner program overview

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1422>VeRO for Rights Owners

<http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1424>VeRO Absolute

## GUIDE.RELATED\_LINKS

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[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)For use by VeRO Legal only

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&nbsp;

Related articles &lt;ul> &lt;li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1070"&gt;Listing policies - item ended, removed, or not renewed by eBay (seller)&lt;/a>&lt;/li>&lt;/ul>

[Proactive &lt;ul> &lt;li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL6813"&gt;Can I list?&lt;/a>&lt;/li> &lt;/ul> &nbsp;

Listing removed &lt;ul> &lt;li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL6818"&gt;Why didn't you contact me first?&lt;/a>&lt;/li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL6817"&gt;Wants to see NOCI&lt;/a>&lt;/li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL3877"&gt;I feel singled out&lt;/a>&lt;/li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL3926"&gt;Listing removed&lt;/a>&lt;/li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL3933"&gt;Listing removed \(second response\)&lt;/a>&lt;/li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL6819"&gt;Unable to reinstate&lt;/a>&lt;/li>&lt;/ul> &nbsp;

Contacting rights owner &lt;ul> &lt;li>&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=SOL6819"&gt;Unable to reinstate&lt;/a>&lt;/li>&lt;/ul> &nbsp;](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1424)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3660>&gt;Member VeRO report&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL6815">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL6815&gt;Did you send my contact info?&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4845">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4845&gt;No response from RO (less than 5 days)&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4844">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4844&gt;Can't force a RO to reply&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4437">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4437&gt;No response from RO (More than 5 days)&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;ul&gt; &lt;li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10404">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10404&gt;Counter Notice being provided&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10273">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10273&gt;Counter Notice - Wrong version&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10268">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10268&gt;Counter Notice - Incomplete&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10267">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10267&gt;Counter Notice - Illegible&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10269">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10269&gt;Counter Notice - Int'l report&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10270">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10270&gt;Counter Notice - Removed for eBay Policy&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10271">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10271&gt;Counter Notice - Removed for trademark&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;ul&gt; &lt;li&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10912">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10912&gt;Indefinite selling restriction&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10912>&Indefinite selling restriction

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10913>&nbsp;appeal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3922>&12-month suspension

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10256>&Suspension appeal

[name="phonestalkingpoints"](#)&For e2M Listing phone team

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)&1.1 Item(s) is a counterfeit product which infringes a trademark (provide trademark registration number)

Why was my item removed?

Your listing was reported as a counterfeit or otherwise unauthorized item that violates the trademark owner's rights.

Can I relist the item?

This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.

Do I need to contact the Rights Owner?

You should contact the rights owner if you believe that they made a mistake and that your item is authentic. You may also wish to contact the Rights Owner to obtain more information about their report.

What if the Rights Owner doesnt reply to my message(s)?

We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at

<mailto:vero@ebay.com>&vero@ebay.com

so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

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en\_US#"&gt;1.0 Item(s) infringe a trademark&lt;/a&gt;&lt;/h3&gt; Why was my item removed?  
&lt;ul&gt; &lt;li&gt;Your listing was removed because the product for sale violates the trademark owner's rights.&lt;/li&gt; &lt;/ul&gt; Can I relist the item? &lt;ul&gt; &lt;li&gt;This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.&lt;/li&gt; &lt;/ul&gt; Do I need to contact the Rights Owner? &lt;ul&gt; &lt;li&gt;You should contact the rights owner if you believe that they made a mistake and that your item is authentic. You may also wish to contact the Rights Owner to obtain more information about their report.&lt;/li&gt; &lt;/ul&gt; What if the Rights Owner doesnt reply to my message(s)? &lt;ul&gt; &lt;li&gt;We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at &lt;a href="mailto:vero@ebay.com"&gt;vero@ebay.com&lt;/a&gt;&nbsp;so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;h3&gt;&lt;a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&amp;id=GUIDE1423&amp;ViewLocale=en\_US#"&gt;2.1 / 2.2 / Listing(s) contains unlawful use of trademark &lt;/a&gt;&lt;/h3&gt; Why was my item removed? &lt;ul&gt; &lt;li&gt;2.1:&nbsp;Your listing title or description used the trademark owner's brand name or trademarked term to sell a product that wasnt made by them.&lt;/li&gt; &lt;li&gt;2.2:&nbsp;Your listing used an image of a trademarked logo without permission.&lt;/li&gt; &lt;/ul&gt; Can I relist the item? &lt;ul&gt; &lt;li&gt;You may relist your item as long as you remove the trademark from the listing or make sure your listing is not listed in a category meant for another brand.&lt;/li&gt; &lt;/ul&gt; Do I need to contact the Rights Owner? &lt;ul&gt; &lt;li&gt;You only need to contact the rights owner if you have additional questions about why your listing was removed, or you feel it was removed by mistake.&lt;/li&gt; &lt;/ul&gt; What if the Rights Owner doesnt reply to my message(s)? &lt;ul&gt; &lt;li&gt;We cant force a Rights Owner to reply to you; however, we can

en\_US#"&gt;2.1 / 2.2 / Listing(s) contains unlawful use of trademark &lt;/a&gt;&lt;/h3&gt; Why was my item removed? &lt;ul&gt; &lt;li&gt;2.1:&nbsp;Your listing title or description used the trademark owner's brand name or trademarked term to sell a product that wasnt made by them.&lt;/li&gt; &lt;li&gt;2.2:&nbsp;Your listing used an image of a trademarked logo without permission.&lt;/li&gt; &lt;/ul&gt; Can I relist the item? &lt;ul&gt; &lt;li&gt;You may relist your item as long as you remove the trademark from the listing or make sure your listing is not listed in a category meant for another brand.&lt;/li&gt; &lt;/ul&gt; Do I need to contact the Rights Owner? &lt;ul&gt; &lt;li&gt;You only need to contact the rights owner if you have additional questions about why your listing was removed, or you feel it was removed by mistake.&lt;/li&gt; &lt;/ul&gt; What if the Rights Owner doesnt reply to my message(s)? &lt;ul&gt; &lt;li&gt;We cant force a Rights Owner to reply to you; however, we can

reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

### 3.1 Software is offered for sale in violation of an enforceable license agreement. (eBay will not process reports seeking to prohibit the sale of genuine unopened software)

Why was my item removed?

Your listing was removed because the copyright owner reported that the sale of this item violated the software license agreement.

Can I relist the item?

This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.

Do I need to contact the Rights Owner?

You should contact the rights owner if you have questions about the license agreement or believe that your listing was reported in error.

What if the Rights Owner doesn't reply to my message(s)?

We can't force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

### 3.0 Item(s) infringe a copyright

Why was my item removed?

Your listing was removed because the copyright owner stated that your product violates their copyright.

Can I relist the item?

This item should

not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.

- Do I need to contact the Rights Owner?
- You should contact the rights owner if you have questions about the copyright owners rights, or if you believe that your listing was removed in error.
- What if the Rights Owner doesnt reply to my message(s)?
- We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

### Why was my item removed?

Your listing was removed because the copyright owner reported it was a counterfeit or otherwise unauthorized item.

- Can I relist the item?
- This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.
- Do I need to contact the Rights Owner?
- You should contact the rights owner if you have questions about the copyright owners rights, or if you believe that your listing was removed in error.
- What if the Rights Owner doesnt reply to my message(s)?
- We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

### Why

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)>4.1 Listing(s) contains unlawful copy of copyrighted text</a></h3> Why was my item removed? <ul> <li>Your listing was removed because it included a portion of copyrighted text without permission.</li> </ul> Can I relist the item? <ul> <li>You may relist your item as long as your listing does not include any descriptive text belonging to the rights owner.</li> </ul> Do I need to contact the Rights Owner? <ul> <li>You only need to contact the rights owner if you have additional questions about why your listing was removed, or you feel it was removed by mistake.</li> </ul> What if the Rights Owner doesnt reply to my message(s)? <ul> <li>We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at <a href="mailto:vero@ebay.com">vero@ebay.com</a>&nbsp;so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.</li> </ul>   </h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1423&ViewLocale=en\_US#">4.2 Listing(s) contains unlawful copy of copyrighted image</a></h3> Why was my item removed? <ul> <li>Your listing was removed because it included one or more copyrighted photos belonging to the rights owner.</li> </ul> Can I relist the item? <ul> <li>You may relist your item as long as your listing does not include any of the rights owners photos without their authorization.</li> </ul> Do I need to contact the Rights Owner? <ul> <li>You only need to contact the rights owner if you have additional questions about why your listing was removed, or you feel it was removed by mistake.</li> </ul> What if the Rights Owner doesnt reply to my message(s)? <ul> <li>We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at <a href="mailto:vero@ebay.com">vero@ebay.com</a>&nbsp;so they can reach out to the



Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

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### 4.3 Listing(s) contains unlawful copy of copyrighted image and text

Why was my item removed?

- Your listing was removed because it included the rights owners copyrighted text and photos without permission.

Can I relist the item?

- You may relist your item as long as your listing does not include any descriptive text or photos belonging to the rights owner.

Do I need to contact the Rights Owner?

- You only need to contact the rights owner if you have additional questions about why your listing was removed, or you feel it was removed by mistake.

What if the Rights Owner doesnt reply to my message(s)?

- We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

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### 5.1 Item(s) infringes a valid and enforceable patent

Why was my item removed?

- Your listing was removed because the rights owner stated that it violated their patent rights.

Can I relist the item?

- This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.

Do I need to contact the Rights Owner?

- You should contact the rights owner if you have questions about the patent owners rights, or if you believe that your listing was removed in error.

What if the Rights Owner doesnt reply to my

message(s)?

- We can't force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

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5.2 Item(s) infringes a registered design right (available in Europe, Asia, Australia, and New Zealand only - provide design right registration number)

Why was my item removed?

- Your listing was removed because the rights owner stated that it violated their Design Rights.

Can I relist the item?

- This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.

Do I need to contact the Rights Owner?

- You should contact the rights owner if you have questions about the design right owners rights, or if you believe that your listing was removed in error.

What if the Rights Owner doesn't reply to my message(s)?

- We can't force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at [vero@ebay.com](mailto:vero@ebay.com) so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.

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5.5 Store name or User ID infringes on a trademark (provide trademark registration number)

Why was my item removed?

- Your store name or user ID was reported as infringing a trademark by the trademark owner.

What

next steps should I take? <ul> <li>You should revise your user ID or store name and remove any reference to the rights owners trademark(s).</li> </ul> Do I need to contact the Rights Owner? <ul> <li>You should contact the rights owner if you have questions about their trademark owners rights, or if you believe that your store or user ID was removed in error.</li> </ul> What if the Rights Owner doesnt reply to my message(s)? <ul> <li>We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at <a href="mailto:vero@ebay.com">vero@ebay.com</a>&nbsp;so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.</li> </ul>   <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1423&ViewLocale=en\_US#">6.1 VeRO Other Unauthorized Item/Listing</a></h3> Why was my item removed? <ul> <li>Your listing was removed because the rights owner reported the item or listing as an infringement of their rights.</li> </ul> Can I relist the item? <ul> <li>This item should not be relisted unless the reporting Rights Owner contacts us and confirms that the item was reported in error. In the event that the Rights Owner does contact us to overturn a removal, we will notify you.</li> </ul> Do I need to contact the Rights Owner? <ul> <li>You should contact the rights owner if you have questions about why the item or listing was reported as infringement, or if you believe that your listing was removed in error.</li> </ul> What if the Rights Owner doesnt reply to my message(s)? <ul> <li>We cant force a Rights Owner to reply to you; however, we can reach out to the Rights Owner on your behalf. If it has been more than 5 business days since you reached out to the Rights Owner, you can email the VeRO team at <a href="mailto:vero@ebay.com">vero@ebay.com</a>&nbsp;so they can reach out to the Rights Owner on your behalf. Items reported for this reason should not be relisted if the Rights Owner does not reply to your message.</li> </ul>     <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1423&ViewLocale=en\_US#">6.1 VeRO Other Unauthorized Item/Listing</a></h3>

[illegible]

eBay member to be an Intellectual Property Owner, but your listing was not reported based on an eBay member report for eBay policy concerns. </li> </ul> My item / listing was removed in error.   </ul> </li> If you feel a mistake has been made by xxxVeROParticipantxxx, you must contact them at the email we have provided to you.  Please give them all information that you have and why you believe a mistake has been made.  If they agree, they will need to write to us directly at <a href="mailto:vero@ebay.com">vero@ebay.com</a>.</li> </ul> I don't want to contact the VeRO participant (rights owner).   </ul> </li> It is up to you if you wish to contact the VeRO participant.  Because we do not handle or inspect the items offered for sale, we are not in a position to make a determination between you and the VeRO participant.   Only the VeRO participant will be able to provide you with specific information about why they feel your listing was infringing.  They are also the only ones who can determine if any mistakes were made.  It is in your best interest to contact them. </li> </ul> I haven't heard back from the rights owner!   </ul> </li> How long has it been since you contacted the rights owner?</li> </ul> Less than 5 business days </ul> </li> We recommend that you give the rights owner 5 business days to reply.</li> </ul> </li> If you do not hear back within 5 business days, let us know.</li> </ul> </li> We can contact the rights owner on your behalf and request that they respond to your email.</li> </ul> </li> More than 5 business days </ul> </li> We will contact the rights owner and ask that they respond to your email.</li> </ul> </li> Although most VeRO participants are willing to contact sellers, please be aware that they aren't obligated to do so.</li> </ul> </li> eBay encourages members of the VeRO program to communicate with sellers whose listings have been removed. However, eBay cannot require that they do so.  As we are a venue, we cannot adjudicate between you and the other party.</li> </ul> </li> Internal Information </ul> </li> In certain cases, you could add </ul> </li> If your listing was removed due to a copyright concerns, you may have the option of filing a Counter Notice to dispute the removal.</li> </ul> </li> </ul>   The VeRO Participant wont reinstate my

listing/wont agree it was reported in error - What do I do now?&nbsp; &lt;ul&gt; &lt;li&gt;As we removed your listing based on a legal document we received from the VeRO Participant, we are unable to reinstate the listing unless we are notified by the VeRO participant that it was reported in error. &nbsp;If you have additional questions about your rights and options and you feel it would be appropriate, you may wish to consult with an Intellectual Property attorney.&lt;/li&gt; &lt;/ul&gt;

Internal Information &lt;ul&gt; &lt;li&gt;In certain cases, you could add &lt;ul&gt; &lt;li&gt;If your listing was removed due to a copyright concerns, you may have the option of filing a Counter Notice to dispute the removal.&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; &nbsp; Why didnt you contact me first before removing my listing?&nbsp; &lt;ul&gt; &lt;li&gt; When eBay is presented with the Notice of Claimed Infringement (NOCI), we are legally obligated to take appropriate action.&nbsp;&nbsp;&lt;/li&gt; &lt;/ul&gt; How do you know this is a legitimate report?&nbsp; Do you verify these claims before removing items?&nbsp; &lt;ul&gt; &lt;li&gt; When we receive a report through the VeRO program process, we take all the necessary steps to make sure that the person submitting the document is authorized to do so.&nbsp; We also verify their ownership of the Intellectual Property Rights that they are claiming.&nbsp; If necessary, this will include documentation of any registration of said rights. &lt;/li&gt; &lt;/ul&gt; How did the VeRO participant determine my item is counterfeit? Are you just going to take their word for it?&nbsp; &lt;ul&gt; &lt;li&gt; As we are not experts in the VeRO Participants Intellectual Property rights, we do not know the criteria they used to determine your listing was in infringing.&nbsp; The legal document that the VeRO participant provides to us is signed under penalty of perjury and a good-faith belief that what they are reporting is infringing upon their rights.&nbsp; Once we receive such a document, eBay is legally obligated to take appropriate action. &lt;/li&gt; &lt;/ul&gt; Why cant you put the item in my unsold folder so I dont have to start from scratch?&nbsp; &lt;ul&gt; &lt;li&gt; We cant provide you with a copy of your listing/photos because doing so may appear that we are giving you permission to relist the item. &nbsp;We dont work for the VeRO participant and cannot speak on their behalf. As such, we cannot confirm that xxxReason Code Textxxx was their only concern with your listing or item. We encourage you to

contact the Rights Owner for additional clarification and advice regarding whether or not this item can be relisted in a way that doesn't infringe on their intellectual property rights.

- Can I relist?
- Item infringement removal
- As your item appears to have been reported as being infringing, you cannot relist the item unless the VeRO participant notifies us that it was removed in error.
- When we receive such information from the VeRO participant, we will reinstate the listing and send you an email.
- Listing content infringement removal
- As something in your listing content appears to have been reported as being infringing, you should be able to relist as long as you remove what part of the listing was infringing.
- We can only provide you with the information that we were provided with as to what part of the listing was infringing.
- This may not have been all of the VeRO participants concerns.
- We encourage you to contact the VeRO participant before relisting to make sure that there are no other concerns with your listing.
- How can I list my item?
- eBay doesn't handle or inspect items offered for sale.
- eBay isn't able to approve or endorse your listings.
- Contact the rights owner directly for more information about why the listing was removed.
- Only the rights owner can tell you how to relist without infringing their intellectual property rights.
- If the rights owner reported the items in error, then have them contact us at [vero@ebay.com](mailto:vero@ebay.com).
- Take the steps to satisfy concerns about the legitimacy of your item/listing.
- Also, make sure your listing follows eBay policy: <http://pages.ebay.com/help/sell/compliant-listings.html>.
- Is there a direct email address for the VeRO team?
- [vero@ebay.com](mailto:vero@ebay.com)
- I want to see the notice that eBay received about my listings.
- eBay is unable to provide you with a copy of the Notice of Claimed Infringement submitted by the rights owner.

<li>The rights owners sworn statement may contain information that is privileged or confidential.</li> <li>To view the Notice, you will need to provide eBay with a subpoena. If you have questions on how to do this, you may wish to consult with an Intellectual Property attorney.</li> </ul> Why are there other items on the site similar to mine?   <ul> <li>We are not singling out your listings.  As we are not experts in the VeRO Participant's intellectual property, we do not know the criteria they used to determine why your listing was infringing. </li> <li>Most likely the VeRO Participant has not reported them to us as of yet.  They could be reported in the future, or the VeRO Participant may have reviewed them and determined that they are not infringing.</li> <li>If you see a listing similar to your own on eBay, you may wish to report it to the rights owner.</li> <li>eBay will only remove listings after we receive a report from the rights owner.</li> </ul> Did you give my contact information to a VeRO Participant?   <ul> <li>We may provide your contact information to a VeRO participant for the use of investigating issues of Intellectual Property Infringement.  Our Privacy Policy clearly states that we may provide VeRO participants with contact information upon request.  The specific information can be found under the disclosure section of the user agreement.  You will then have to click on learn more.</li> </ul> Why cant I have a phone number for the VeRO participant?   <ul> <li>We can only provide you with a telephone number of the VeRO Participant if they have designated it for communication with eBay members.  They usually only provide an email address for the use of communication. </li> </ul> A buyer purchased my item before it was removed. Should I complete the transaction?  <ul> <li>Because the listing was removed, the buyer is not obligated to purchase the item.</li> <li>If the buyer has already paid for the item, then the buyer will still be protected by the eBay Money Back Guarantee.</li> <li>The most important thing to do in these situations is communicate with your buyer.  We encourage you to contact the buyer and explain the situation of the removal.  If both parties agree that they want to continue with the transaction, then you may complete the transaction.  Please be



aware that since the item was removed from eBay, we do not count it as a valid transaction, and feedback cannot be left. It will also not appear in your selling history. If the buyer paid with PayPal, you can log into your PayPal account and print a shipping label, which should contain the buyers shipping address.

Can I file a Counter Notice?

If your listing was removed based on a copyright concern and was reported to us on a United States Notice of Claimed Infringement, you may be eligible to file a counter notice. The Counter Notice requires you to certify under sworn penalty of perjury that your listings were not infringing and were removed by mistake or due to misidentification. You will also have to consent to federal jurisdiction and service of process. Give me a moment to review the removal to see if this is a possibility.

I want to become a VeRO participant so that my listings aren't removed again.

The VeRO Program is designed to process reports of alleged intellectual property infringement. It is not a process for you to protect your account from future item removals, restrictions, or suspension.

I want to appeal my account suspension.

Internal Information

If the seller has been suspended for an item infringement reason (like counterfeit, design right, or unauthorized copies), then ask for a business plan that outlines the following:

- What do you plan to sell should you be reinstated?
- From where will you source your products?
- What additional steps have you taken to try to resolve this with the rights owners, and what steps will you take in the future to avoid removals?

Internal Information

If the seller has been suspended for a listing content reason (like image and text removals), then ask for a more informal business plan that outlines the following:

- What steps will you take to resolve this matter with the rights owners, and what steps will you take in the future to avoid removals?

Internal Information

Once you receive this information, forward it to your team leader for review. These questions can be

customized depending on the removals and the conversation with the seller. These guidelines can be applied whether or not the seller has served the full suspension term. If you have questions about whether its appropriate to offer either of these options to a seller, consult with your team leader.

## GUIDE.TIPS\_FOR\_MEMBERS

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)

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### Select the next accordion for VeRO Legal information.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1423&ViewLocale=en\\_US#](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1423&ViewLocale=en_US#)

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Item infringement tips

- Take the steps necessary to determine the legitimacy of the item.
- Content infringement tips
- Do not use brand name in the title or listing if the product is not made by that company.
- Take your own pictures.
- Write your own descriptions.
- Do not take content from another web site without the owners permission. This would include videos and images of logos.
- Do not offer a manufacturer warranty if it will not be honored by the manufacturer.