

Inf - User-to-user policy - Image and text theft (ITT) - Infringement

GUIDE.SUMMARY What Members may contact you about another member using their image or text without permission. A seller may not know how to describe an item best, and may "borrow" text from another member's listing to help. A seller may not have a camera, but another member may be selling an identical item with a great photo included in his or her listing. The seller might decide that it would be all right to "borrow" the other person's photo.

GUIDE.RELATED_LINKS Related help pages
Description and Picture Theft
<http://pages.ebay.com/help/policies/vero-image-text-theft.html>

<http://pages.ebay.com/help/policies/vero-image-text-theft.html>
Related articles
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1070>
Listing policies - item ended, removed, or not renewed by eBay (seller)
Related email solution templates
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL5697>
Policy info: ITT
<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=SOL10398>
ITT - VeRO - add-in

GUIDE.TALKING_POINTS No longer ending for image-text theft General talking point
eBay is unable to determine who the original creator of an image or text is. We encourage sellers to write their own description and take their own photos. We discourage the use of image and text that may belong to other members or Rights Owners without permission.
What can I do to have the image or text removed?
Before you report a seller that may be using your image, please remember that images you have used on eBay may be used in the eBay catalog at our discretion. The eBay User Agreement provides that listing images may be put into the catalog for use by eBay in promoting products and may be used by other sellers in their listings. If another

member is using your image, it may have been provided to the seller through our catalog. If that is how your image was used, we cannot remove the image because it is being used in accordance with our policies.

My image is being used in the Catalog. How can I get it removed?

The eBay User Agreement provides that listing images may be put into the catalog for use by eBay in promoting products and may be used by other sellers in their listings.

You previously removed listings for copied images and text. Why cant you now?

eBay is not able to determine who the original creator of an image or text is. We are no longer removing these listings through this process.

The text that they are using has my contact information.

We encourage you to contact the other member to ask if they will remove your information from their listing.

We want eBay to be a safe community where all our members feel safe to visit freely.

eBay respects our members' privacy and information.

We release personal contact information only to members in a transaction with each other, and ask that our sellers do the same.

Internal Information

Publishing another eBay members contact information in any online public area is not permitted.

This should be escalated or removed as outlined in the <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1256>

Publishing contact info in a listing.

The image that they are using has my watermark.

If the image was taken from outside of the eBay site and another member is unwilling to remove the image from their listing, you may report it through our VeRO program.

You must fill out the Image and Text Theft Notice of Claimed Infringement and return to the VeRO team.

I have the legal rights to this image or text.

eBay is not able to determine who the original creator of an image or text is. That said, we do not allow the use of images or text without permission from the creator or owner of whatever site they may have been taken from.

Before you report a seller who may be using your image, remember that images you have used on eBay may be used in the

eBay catalog at our discretion. The eBay User Agreement provides that listing images may be put into the catalog for use by eBay in promoting products and may be used by other sellers in their listings. If another member is using your image, it may have been provided to the seller through our catalog. If that is how your image was used, VeRO cannot process your claim because the photo is being used in accordance with our policies.

- My item was removed through VeRO for having an allegedly infringing image/text, but there are other listings using the same image/text that have not been removed.
- Items removed for using someone else's images / text are reported through the VeRO (Verified Rights Owners) Program. We review all listings that are reported to us by members of eBay and participants in the VeRO Program.

The other listings that you see may not have been reported to us yet.

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