

Inf - Repeat offender - Negative counterfeit feedback category restrictions - Infringement

<h2>GUIDE.RELATED_LINKS Related email templates
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL4696">CIT - Brand block
appeal - removed </h2><h2>GUIDE.TALKING_POINTS Why
the block is in place Your account has a listing block due to some concerns about
items that you have sold. When there are concerns about the way items are listed,
feedback received, previous removals, reports from community or rights owners, or eMBG claims,
we may decide to place category blocks. We have concerns because we received
feedback from buyers that your items may not be authentic.
</h2><h2>GUIDE.SUMMARY What We don't allow replicas, counterfeit items, or
unauthorized copies to be listed on eBay. Unauthorized copies may include things that are
bootlegged, illegally duplicated, or pirated. Such items may infringe on someone's copyright or
trademark. Sellers not following this guideline may be subject to a range of actions,
including, but not limited to: Listing removal Category
blocks Permanent selling restriction Permanent
suspension This Guide covers information on restrictions
placed for Counterfeit Negative Feedback referrals.
 We use a variety of sources to help
identify risky selling behavior. One of those sources is negative feedback from buyers indicating fake
or counterfeit items. Not sure if this is the correct Trademark Violation -
Unauthorized Item CF policy? The following also fall within Trademark Violation - Unauthorized Item
CF:
href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1333">Fraud risk -
trademark
href="cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1331">Replica and

counterfeit

- See the individual guide for full details of each policy or <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1070#lpl> Listing policies - item ended, removed, or not renewed by eBay (seller) for a brief summary of each policy.

GUIDE.DETAILED_INFORMATION

MAC Note Action taken - Issue 242 CSA Clothing Shoes & Accessories Category block placed Source: CF_NEGFB Internal Information

- We have placed a category block because of negative feedback on the sellers account. They have received multiple negative feedback for fake or counterfeit items.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Internal Information Appeals

- The seller may appeal this restriction. You will need to evaluate the seller by examining the sellers account and looking for specific indicators that show if the seller is a risk.
- Look for clues in feedback, MAC Notes, claims, community reports, M2M messaging, related work, SRs, items listed, and linked accounts. See details on what to look at in each of these sections below.
- The objective is to identify sellers who have risk indicators for selling counterfeit items, which could cause bad buyer experiences and legal liability for eBay.
- You will need to evaluate the seller by examining the sellers account and looking for specific indicators that show if the seller is a risk. If the seller was restricted and there are no signs of risk indicators, you may accept the appeal and close issue 242

Internal Information Feedback

- You are looking for 2 or more negative feedback.
- Does it blatantly say Not Authentic, Fake, Counterfeit?
- Does it indicate that the quality is not what would be expected for the brand?
- Look at Hidden Feedback and Neutral Feedback also.

Internal Information MAC Notes

- You are looking to see what other types of removals or violations the seller may have.
- Is this the first time they have appealed? Or have they previously received this same block?
- Do they

have previous VeRO removals? Do they have Fraud Risk removals?
Do they have other Infringement removals? Internal Information
Claims You are looking to see if they have SNAD reports for
branded items where the buyers are saying the items are counterfeit. What is the
reason the buyer is saying the item is SNAD? Internal Information
Community reports You are looking to see if they have previous
community reports indicating that their items are counterfeit. Do they have EMR
reports? Internal Information M2M messaging
You are looking to see if they have messages from other members that may show
counterfeit risk. Do they blatantly tell buyers that they do not know the authenticity
of the items they are selling? Do buyers ask about the authenticity of the items and
they do not respond? Do buyers say that the quality is not what it should
be? Internal Information Related work
You are looking to see if the seller is hitting multiple counterfeit filters. Do
they have a lot of LVIS results? Do they have a lot of reports from other
members? Internal Information SRs
You are looking to see if the member usually contacts eBay when items have been
removed. If they have a lot of other removals and have never contacted us before,
then there is a risk that they know what they are doing is wrong. Internal
Information Items listed You are looking to see if the seller is listing
these same items in another category to circumvent the block. Is the seller willing
to not list the concerning items again? Internal Information Linked
accounts You are looking to see if they have any linked account(s)
that has any of the above problems. </h2>