

# Dr. Denese/SkinScience Labs, Inc.

Dr. Denese/SkinScience Labs, Inc. is a member of the eBay VeRO program and strictly enforces proper use of our intellectual property. Our intellectual property, including trade names, trademarks, service marks, copyrighted or proprietary text and materials, photos, images, videos and logos are valuable and important assets to our business. Their use has a great impact on our reputation and brand image.

Intellectual property laws require that we vigorously police the marketplace for unauthorized, infringing or counterfeit merchandise in order to protect our name and reputation and also to protect consumers from being confused into believing they are purchasing genuine products. To protect the integrity of our brand, we work hard to prevent the sale or resale of items that misuse or otherwise infringe our trademarks, copyrights or other proprietary rights. We will contact eBay about all listings that include the unauthorized use or infringement of our intellectual property. If an auction gives the slightest implication that the seller represents Dr. Denese/SkinScience Labs, Inc., or are authorized to sell our products, that will also be treated as infringement.

## **FREQUENTLY ASKED QUESTIONS**

### **Q. Why was my auction removed?**

A. Dr. Denese/SkinScience Labs, Inc. companies are committed to enforcing their intellectual property rights. Based on a review of the listing title, description, product for sale, and/or graphics and photographs, we believe that your listing infringes on our intellectual property. In accordance with eBay's VeRO policy, we will notify eBay of auction listings containing unauthorized uses of SkinScience Labs, Inc. copyrights and trademarks. We police the use of our trademarks, copyrights and other proprietary rights and take action to stop any unauthorized, misleading or unlawful uses to protect the value of our intellectual property and brand name. Unauthorized uses include the resale of stolen property and the resale of products that are not considered genuine, as well as infringement of our trademarks and copyrights and the sale of counterfeit products.

### **Q. Why aren't all auctions selling infringing products suspended?**

A. Given the volume of auctions on eBay, it is difficult to identify and remove every unauthorized, counterfeit or infringing product. In the event that we or eBay do not proceed against another seller that may appear to misuse or infringe the intellectual property of SkinScience Labs, Inc. does not mean that you have the right to do so and does not justify the continuation of your auction.

### **Q. May I contact you about this?**

A. Of course, all questions will be answered in a timely manner through email correspondence only. Please send inquiries regarding our eBay policy to [Dr.Denese@msn.com](mailto:Dr.Denese@msn.com) Please include your contact information and the auction number, if relevant to the subject of your email.