

Juul, Inc.

Don't be fooled by fakes

JUUL Labs is aware of counterfeit JUUL devices and JUULpods in the marketplace. To avoid purchasing counterfeit JUUL products, we always recommend purchasing through an authorized vendor.

Since they are not constructed with the same quality materials as authentic JUUL, counterfeit products present a number of serious health and safety risks. JUUL Labs has a dedicated team working with law enforcement agencies to stop the distribution and manufacturing of our trademarked products.

Be certain you are purchasing authentic JUUL products.

What we do to protect JUUL buyers/sellers on eBay

Our company monitors eBay regularly and contacts sellers to ensure that they are not inadvertently selling counterfeit JUUL products. Through eBay's VeRO program, we contact sellers postings mostly due to counterfeit and trademark infringement issues. We highly appreciate your cooperation when you are requested to provide any additional information by our online eBay monitoring team.

Purchasing on www.juulvapor.com directly or from an authorized JUUL Labs retailer is the only way to ensure you are not purchasing a counterfeit product. JUUL Labs' industry-leading limited warranty comes with every device purchase on www.juulvapor.com or through an authorized retailer. Please visit www.juulvapor.com for more information on limited warranty of JUUL devices.

While JUUL Labs would like to help the victims of counterfeiting we're not able to reimburse money used to purchase infringing goods since such goods were not bought from JUUL Labs, nor do we assist with the resolution of disputes, including assistance with PayPal or credit card refunds.

If you are unsure if you are purchasing from an authorized retailer, we encourage you to contact our friendly and knowledgeable support team with the company name or link to the site before making the purchase. We will be happy to confirm the authenticity of the product.

How is JUUL Labs addressing counterfeits?

The fight against counterfeiting is a long-term commitment to quality and service by JUUL Labs. We are dedicated to ensuring consumers receive the modern technology, beautiful design and world-class support that encompass the brand.

To protect customers and business partners, JUUL Labs has a devoted team who actively pursues and investigates counterfeiters. We have partnered with numerous local law enforcement agencies as well as the Department of Homeland Security to stop the parties responsible for producing, distributing and selling fake JUUL devices and pods.

While we are doing everything we can to keep our customers safe, we do not reimburse or refund purchases for infringing goods.