

# JUVE TRESS™

## JuveTress™

**Buyer Beware: Some of the purported JuveTress™ products available on eBay may be counterfeit.**

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Any listings which infringe upon the JuveTress™ brand will be reported to eBay for removal.

### **Frequently Asked Questions (FAQ)**

#### **Q: Why was my auction suspended/cancelled?**

**A:** JuveTress™ has a good faith belief that the merchandise that you posted for auction or sale is counterfeit or otherwise infringes JuveTress™ trademarks or copyrights.

#### **Q: Why did eBay allow me to post my auction?**

**A:** eBay cannot conduct a comprehensive pre-screening process to account for all violations. As such, it is the responsibility of JuveTress™ to actively monitor its' copyrights and trademarks.

#### **Q: How can I tell if the item I offered or purchased is real?**

**A:** The only way you can be certain that you are purchasing a genuine JuveTress™ product is to purchase it from JuveTress™ via our website ([www.juvetress.com](http://www.juvetress.com)). Products purchased from unauthorized sellers may not have been stored properly or may be expired. In addition, any purchase made from eBay is not protected by our 180 Day Money Back Guarantee.

**Q: Why can't I use JuveTress™ graphics to sell my merchandise?**

**A:** JuveTress™ marketing materials are protected under copyright law. Unauthorized use or reproduction is strictly prohibited.