



KENVELO

KENVELO CZ ("KENVELO") is a member of the eBay VeRO Program and is the owner of trademarks and other intellectual property worldwide. KENVELO has a legal responsibility to enforce its trademarks and other intellectual property. Therefore, we provide this page to educate eBay users about auctions that infringe our trademarks and other intellectual property rights.

KENVELO is using trademarks in connection with a broad range of clothing for men, women and children; leather clothing; footwear; accessories and sportswear and others.

Our constant efforts to build the KENVELO brand would be Sisyphean and meaningless if we did not protect our patents and trademarks by attacking counterfeiters and patent infringers.

We started enforcing our trademarks on eBay because we received complaints from eBay users who purchased non-KENVELO items under the mistaken impression they were authentic KENVELO products. As an eBay VeRO Program member, KENVELO reviews items for sale on eBay daily.

KENVELO sells its goods in authorized and licensed shops only and does not sell seconds, damaged goods or "variants". We take great pride in the quality and workmanship of the products we produce and the warranties provided with those products.

If you purchase an alleged KENVELO product at a swap meet, flea market, from a street vendor, or at an on-line auction, it is possible that the product is counterfeit. If a seller cannot guarantee the authenticity of his KENVELO-branded merchandise, do not purchase the product.

KENVELO works to ensure that all unauthorized uses of its intellectual property are removed from eBay. When an auction listing that improperly uses KENVELO trademarks, patents and/or copyrights comes to its attention, KENVELO reviews the matter and takes appropriate action. However, because of the high volume of merchandise for sale on eBay, it is difficult to identify and remove every unauthorized item. The fact that others are selling products that infringe KENVELO's intellectual property rights does not give you the right to do so. Similarly, the fact that a product is being sold on eBay is in no way a guarantee that it is a genuine, authorized KENVELO product.

A seller cannot use copyrighted photographs of KENVELO products to promote the sale of the item and cannot produce an unauthorized copy of the genuine product and offer it for sale nor customize a KENVELO product that modifies any of its trademarks.

As a seller, you have a responsibility to ensure that your actions do not violate the intellectual property rights of another. Ignorance that it is a violation of any country's trademark, patent or copyright laws is no excuse.

We welcome information on the sale of counterfeit KENVELO merchandise and keep the identity of our informants strictly confidential.

KENVELO's contact information is as follows:

KENVELO CZ

Legal Department

Pruhonicka 119

(Komerční zóna Cestlice)

251 01 Říčany u Prahy

Czech Republic

legal@kenvelo.cz

For information on authentic KENVELO CZ products, please visit www.kenvelo.com.

Frequently Asked Questions:

Q: Why was my auction terminated?

A: Your auction violated one or more of eBay's terms. Most likely, your auction was removed from the eBay website because it offered for sale counterfeit merchandise featuring one of KENVELO's trademarks, because it displayed unauthorized reproductions of copyrighted images owned by KENVELO or because it misused a KENVELO registered trademark. KENVELO regularly monitors the Internet for violations of its intellectual property rights. KENVELO notifies eBay of auctions which violate KENVELO's intellectual property rights. eBay then takes the necessary action to comply with its user policies, including removing the auction from eBay.com without prior notice.

Q: Why are there other auctions running for the same or similar items?

A: Be assured that you have not been ignored. However, due to the high volume of auctions for KENVELO items, it is difficult to remove every infringing auction. If you find auctions violating KENVELO's rights or eBay's policies, please report them by providing the appropriate Seller ID to legal@kenvelo.cz. Please include "Report of an eBay Sell" in the subject line.

Q: May I use KENVELO's images, from www.kenvelo.com or from an authorized dealer's site in my auction?

A: No. KENVELO closely controls the use of its images and does not authorize the reproduction of its images, graphics or logos on your website or auction. KENVELO strongly enforces its intellectual property rights in order to protect the image and reputation of KENVELO products and to continue to produce top quality items. Auctions showing KENVELO's copyrighted images are in violation of eBay's policies and are terminated by eBay. Your own digitally produced images of the KENVELO product you are selling are acceptable.

Q: If I report other sellers for violations of eBay's policies or for selling counterfeit items, will my identity be confidential?

A: Yes, your identity will be confidential. If you find auctions violating KENVELO's rights or eBay's policies, please report them by providing the appropriate Seller ID to legal@kenvelo.cz. Please include "Report of an eBay Sell" in the subject line. Your identity and email address will remain completely confidential and will not be revealed at any time.

Q: If I purchased a legitimate item of KENVELO merchandise, can I re-sell the item on eBay?

A: Yes. It is legal to re-sell a genuine, item that you purchased, in its original, unaltered form. Please note, however, that you cannot use KENVELO's copyrighted photographs to promote the sale of the item. Similarly, you cannot use KENVELO's trademarks and logos to make your auction more appealing. In addition, you cannot produce an unauthorized copy of the legitimate merchandise and offer it for sale.

Q: Can I list an item if I expressly say that it is "NOT GENUINE", "FAKE", or a "KNOCK OFF"?

A: No. The manufacture, distribution and/or sale of unlicensed, counterfeit goods is illegal and carries criminal penalties. A disclaimer regarding the authenticity of goods does not serve to relieve a seller from liability.

Q: Can I sell a KENVELO branded product if I am not sure whether or not it is genuine?

A: No. eBay prohibits auctions in which the seller cannot guarantee the authenticity of the auctioned merchandise.

Q: How can I tell if the KENVELO items I have are genuine or counterfeit?

A: The only way to ensure that you are purchasing authentic KENVELO merchandise is to purchase the goods directly from an authorized KENVELO retailer.

Q: Can KENVELO verify the authenticity claims of merchandise for sale on eBay?

A: KENVELO is unable to guarantee the authenticity of any items for sale on eBay. Similarly, KENVELO cannot compensate a dissatisfied buyer who purchased counterfeit merchandise from an eBay seller who made false claims of authenticity, nor can KENVELO replace the counterfeit merchandise with genuine merchandise.

Q: My auction was terminated and there are no KENVELO branded products for sale. Why?

A: It is possible that you misused one or more of KENVELO's registered trademarks. eBay does not permit sellers to use registered trademarks in the titles of auctions for the purpose of gaining attention or diverting users to a listing. Please visit: <http://pages.ebay.com/help/policies/keyword-spam.html> for specific information on this eBay policy. You may relist your item for sale provided you do not use KENVELO's registered trademarks in the auction title. Please be sure, however, that the product you are selling does not violate any other laws or eBay rules.

Q: I believe I purchased counterfeit KENVELO merchandise on eBay. What should I do?

A: Your first course of action must be to contact the seller directly and ask for the appropriate resolution (i.e., a complete refund). You may list my email address in the "cc" of the email or send a copy of the correspondence by mail to us. Second, immediately review eBay's dispute resolution policies and proceed with a dispute resolution and a fraud report. Again, please forward a copy of the email or send a copy of the correspondence by mail to us. The link is: [//pages.ebay.com/help/myinfo/complaints.html](http://pages.ebay.com/help/myinfo/complaints.html).

Q: Why didn't you contact me before terminating my auction?

A: Due to the large volume of KENVELO items for sale on eBay, it is not possible to contact each seller and follow up with each seller to ensure that he has taken the appropriate action. If you believe your auction was terminated in error, please contact us.

Q: My email to you has not been answered. Why?

A: Because of the amount of spam emails received, your email must include a relevant subject and must include your Seller ID. Emails that do not include a relevant subject will not be read. NOTE: If your e-mail requests information that is already contained in this About Me page, you will not receive a response. If you have other questions, please send to: legal@kenvelo.cz and provide us with the eBay item number, which appears in the message sent to you from eBay.