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FREQUENTLY ASKED QUESTIONS (FAQs) FOR SELLERS

Q: *Can my auction be terminated or my sale items be removed by eBay?*

A: Yes, eBay will do this if they have been notified that you offer goods which:

- display trademarks without authorisation by Lipsy
- are counterfeit
- reproduce images which infringe Lipsy copyright
- otherwise infringe Lipsy rights

Q: *Can my auction be terminated while other similar auctions are allowed to continue?*

A: Yes, though we continually monitor active listings on the eBay marketplace and enforce against those that are infringing

Q: *Can I use text or images taken from the Lipsy website on my eBay site?*

A: No, copying any text or images from the Lipsy website will infringe copyright

Q: *Can I resell Lipsy goods on eBay?*

A: Yes, if you have purchased a genuine item from a Lipsy store or website. But you are not able to use Lipsy imagery for the sale

Q: *Can I use Lipsy trademarks to describe my goods on eBay?*

A: No, you are not authorised to use the Lipsy trademarks as these are registered

Q: *Can I infringe Lipsy's rights if I was not aware of them?*

A: Yes, not knowing the law is not a defence and it is up to you to make sure that you are aware of your legal obligations to avoid infringing another party's rights

FREQUENTLY ASKED QUESTIONS (FAQs) FOR BUYERS

Q: *Can I tell if items sold on eBay are genuine Lipsy goods?*

A: No, the way to guarantee purchasing genuine Lipsy goods is to buy directly from official stores or websites. If you purchase from eBay and are not happy with the authenticity of your goods, unfortunately Lipsy cannot replace your goods

Q: *Can Lipsy confirm that the goods on eBay are genuine Lipsy goods?*

A: Yes, in certain circumstances but the goods would need to be sent to head office for analysis

If you have any queries about an eBay listing concerning Lipsy items, you should email brand.protection@lipsy.co.uk.

