



Lipsy Ltd

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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: Yes, you are authorized to use Lipsy word if you are selling genuine goods, but you are not authorized to use the Lipsy L with heart device

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 or call **0207 462 0560**.