

NailRENEW

NailRENEW Corp. will take any all legal measures required to protect its reputation and the integrity of its brand. All products are manufactured in an FDA-registered facility according to GMP. We have an obligation to protect our reputation for providing the highest quality products to our customers. In order to protect consumers from counterfeits and potentially unsafe items, we partnered up with the VERO Program to remove these items from eBay and protect our customers.

NailRENEW has the exclusive right to use its trademarks and copyrights, which include product photos and the NailRENEW logo. We have many registered trademarks in a multitude of countries around the world, including, but not limited to, the United States and Canada.

a. To learn more about our intellectual property, please visit the following webpage: [NailRENEW Intellectual Property](#).

There are a significant number of counterfeit and/or infringing NailRENEW items listed on the marketplace. Sale of these items is illegal. The manufacture and sale of counterfeit goods carry criminal penalties and civil liability in the U.S. and other countries.

Your listing was removed? Please read.

Our e-mail address for correspondence regarding listing removal is provided in the notice sent to you from eBay. If you contact us requesting information that is already contained within this page, you will, unfortunately, not receive a response.

Also, due to the number of e-mails received on a daily basis, it may take up to a week to respond to any e-mails that address issues not discussed below. In order for us to accurately respond to any inquiries, we need your eBay seller ID and auction number. Without these, it will not be possible to respond with any relevant information.

Frequently Asked Questions

Q: Why was my auction removed?

A: Your eBay auction was removed by eBay because we believe that the item being sold was counterfeit and/or infringes on our intellectual property.

Q: Why did eBay allow me to post my auction if it contained infringing content/goods?

A: It is impractical to pre-screen all listings that are submitted to eBay. As such, certain products that violate our intellectual property are allowed to be listed and are only detected and removed by VERO after the auction is posted.

Q: How did NailRENEW determine that the goods in my auction were counterfeit and/or infringing intellectual property rights?

A: Due to the nature of eBay, we must make our decisions based on the pictures provided in your auction. Unfortunately, we do not disclose the specific ways in which we identify counterfeit

products. If we did, this information could also be used by counterfeiters to further produce phony goods.

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

A: While we would like to be able to assist you, NailRENEW cannot verify the authenticity of any product that is not purchased through one of our authorized distributors or retailers. Unfortunately, there are a large number of counterfeit products in the marketplace, and we are committed to addressing this issue. If you believe a seller or store is selling counterfeit NailRENEW products, please let us know by visiting the following [link](#).

Q: Why does NailRENEW care if I sell a single piece of unauthorized NailRENEW merchandise?

A: We have expended considerable resources to develop and maintain a reputation of providing the highest quality products to our customers. Through the auction of counterfeit merchandise, people attempt to trade off of our well-earned reputation. These auctions not only cause monetary damage, but may also damage our reputation, as many purchasers of inferior counterfeit products will attribute the poor quality merchandise to NailRENEW. NailRENEW is formulated according to GMP in an FDA-registered facility.

Q: Why was my auction singled out? There are other auctions selling the same items as I did.

A: We work diligently to ensure that the majority of auctions offering infringing goods are removed from eBay promptly. Unfortunately, given the extremely high volume of merchandise that is offered for sale, it is nearly impossible to identify and remove every auction immediately.

Q: NailRENEW didn't contact me directly before reporting my auction to eBay, why?

A: Unfortunately, due to the sheer volume of auctions that are targeted for removal, the amount of time required to contact every eBay seller individually is not practical.

Q: Can I list an item if I explicitly state that it is NOT GENUINE?

A: Absolutely not. Any disclaimer regarding the authenticity of goods, such as "fake", "not genuine" or "knockoff", would still be a counterfeit product and as such, illegal.

Q: What if I decide to re-post an auction once it has been removed?

A: If you decide to re-post an infringing product after it has been removed you will be subject to additional consequences.