

Nutraceutical Wellness Inc
NUTRAFOL

Consumer Warning

Nutrafol takes its brand seriously. We work diligently to protect our reputation for providing the highest quality products to our customers. Nutrafol does not guarantee product authenticity or condition (including product past expiration) date nor accept any responsibility for products purchased from sellers on eBay, as any Nutrafol products offered for sale on eBay are not offered by authorized sellers and Nutrafol has no means of controlling or guaranteeing the conditions in which the product(s) are stored, which could affect the condition of the product(s). Nutrafol strongly recommends only purchasing products through our Medical Professional Partners, after a personal consultation, our consumer channel or at authorized locations. Nutrafol products offered for sale through eBay are not supported by Nutrafol's product support and guarantee. Should you need assistance in locating an authorized Medical Professional near you, please visit our website at <https://nutrafol.com/>.

Intellectual Property Rights

Nutrafol's intellectual property, including our trade names, trademarks, copyrighted material, copy, video and social media logos are valuable assets to our business. Unauthorized use of this intellectual property has great impact on our reputation and our brand image and may constitute a violation of our intellectual property rights. Nutrafol reserves all legal and equitable rights to seek reimbursement for, and to prevent further violations of, our intellectual property rights, as authorized by the applicable laws in the various territories in which its Intellectual Property rights are protected. Intellectual property laws require that the marketplace be policed for unauthorized, infringing or counterfeit merchandise, not only to protect Nutrafol's name and reputation, but also to protect consumers from purchasing products that might be unsuitable for them.

In order to protect consumers from counterfeits and other infringing products, we partnered up with the VeRO Program to remove these items from eBay. Nutrafol is a member of the eBay VeRo program and strictly enforces proper use of its' intellectual property. If images, logos or text are used directly from our website, literature or any other copyrighted materials, we will consider this an infringement and will pursue to the fullest extent of the law prosecution of violaters. If an auction gives the slightest implication or appearance that the seller represents Nutrafol, or that the seller is authorized or licensed to sell Nutrafol's products, this will also be treated as an infringement of our intellectual property rights and we will seek to enforce our rights to the fullest extent permitted by the law

Please Read if Your Listing Was Removed!

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 both the VeRO policy and our intellectual property are allowed to be listed and are only detected after the auction is posted.

Q: How did Nutrafol 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 Nutrafol verify the authenticity of merchandise for sale on eBay? A: While we would like to be able to assist you, Nutrafol 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 Nutrafol products, please let us know by visiting Nutrafol.com

Q: Why does Nutrafol care if I sell a single piece of unauthorized Nutrafol 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 Nutrafol.

Q: Why was my auction singled out? I see a bunch of other auctions selling the same items! A: We work diligently to ensure that the majority of auctions offering infringing goods are removed from eBay. However, given the extremely high volume of merchandise that is offered for sale, it is almost impossible to identify and remove all such auctions.

Q: Why didn't Nutrafol contact me directly before reporting my auction to eBay?
A: Unfortunately, due to the volume of auctions that are targeted for removal, the amount of time necessary to contact each eBay seller individually is not practical.

Q: Can I list an item if I explicitly state that it is NOT GENUINE? A: NO! Any disclaimer regarding the authenticity of goods, such as "fake" or "knockoff", is not permitted.

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 eBay has removed the first auction for it, please be aware that your account may have additional consequences.

Q: Can I use Nutrafol logo or other images owned by Nutrafol to make my auction listing more appealing? A: Unfortunately, this is not permitted. We do not authorize any of our resellers to sell on eBay, and as such, we do not allow the use of our logos or other images.