



RAM CLEANER takes its brand seriously. We work diligently to protect our reputation for providing the highest quality products to our customers. In order to protect consumers from counterfeits and other infringing products, we partnered up with the VeRO Program to remove these items from eBay.

RAM CLEANER has the exclusive right to use its trademarks, copyrights, and other intellectual properties, which include but are not limited to any product photos, marketing materials and the RAM CLEANER logo. RAM CLEANER has the legal responsibility to police and protect itself against any and all illegal uses of those materials.

Accordingly, RAM CLEANER provides this page to educate eBay users about auctions that infringe the intellectual property rights of RAM CLEANER. Please note that:

- 1) the manufacture, distribution and/or sale of counterfeit RAM CLEANER products is illegal and carries criminal penalties and civil liability.
- 2) Any unauthorized use of RAM CLEANER marks is guilty of trademark infringement.
- 3) Textual and photographic works produced and published by RAM CLEANER are protected under international copyright laws. Anyone who produces, copies or displays RAM CLEANER copyrighted materials, without RAM CLEANER permission, is liable for copyright infringement.

RAM CLEANER has and will continue to pursue those guilty of infringing our trademarked and copyrighted materials. RAM CLEANER policy is to cancel any offending auctions and to take whatever other steps it considers appropriate to protect its rights. If the auction is for counterfeit items, at minimum RAM CLEANER will insist that you (1) turn over the counterfeit product and materials; (2) provide full disclosure about the source; and (3) agree never to list infringing materials or counterfeits again.

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 daily, it may take up to a week to respond to any e-mails that address issues not discussed in the information above or the FAQ's below. 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 a 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 RAM CLEANER 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 RAM CLEANER verify the authenticity of merchandise for sale on eBay?

A: While we would like to be able to assist you, RAM CLEANER cannot verify the authenticity of any product that is not purchased through us directly. Unfortunately, there are a 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 RAM CLEANER products, please let us know by emailing the information to us at LEGAL@RAMCLEANER.com. Include contact information in case we need to clarify any information you give us. We appreciate any help you would provide and keep all information confidential.

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

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 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 eBay removed the first auction for it, be aware that we will report your activity.