

Sennheiser Australia Pty Ltd

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At Sennheiser, we aim to shape the future of audio by creating unique sound experiences for our customers. As a third-generation family-run business, we are equally proud of our history and past accomplishments in the world of audio as of our ambition to shape its future.

Verified Rights Owner Program

Sennheiser participates in the VeRO program and actively reports eBay listings that infringe on the copyright and trademark rights of Sennheiser.

The following are some reasons for listings being reported to the VeRO program:

- Copyright infringement - unauthorized use of images and logos
- Counterfeit product
- Warranty misrepresentation - manufacturer's product warranty is only valid when purchased from an authorized Sennheiser dealer.

<https://pages.ebay.com/seller-center/listing-and-marketing/verified-rights-owner-program.html#m17-1-tb1>

Copyright and Trademarks

The product names of Sennheiser and Georg Neumann GmbH, model names, logos, and emblems of products mentioned on the Internet pages of Sennheiser are legally protected by national, regional, and international brands. All texts, pictures, graphics, sound, video, and animation files, as well as arrangements, are subject to copyright and also in part to other laws for protection of intellectual property. They may not be used for business purposes, nor copied for forwarding, nor changed and used on other websites.

Sennheiser protects its customers

In Sennheiser's eyes, protecting its customers against counterfeits is a serious concern. Brand protection means customer protection. In order to protect you against brand imitations, here are a few practical tips which we hope you may find useful:

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How can I detect counterfeit products?

You are advised to be on your guard if Sennheiser products are offered at exceptionally low prices.

Only buy from dealers in whom you have confidence.

When it comes to online auctions you have little chance of testing the credentials of a dealer. If you acquire a counterfeit product online, you may find there is no recourse - as likely as not, because the brand pirates have already deleted the page where you found it.

Online dealers who offer products without any instruction manual or the like may be viewed as suspect.

Unprofessionally packaged products are a strong indication of counterfeiting.

Cheap or damaged packaging, bizarre labelling or incorrect spelling are further indicators of product piracy.

If you suspect a counterfeit or think an online sales channel may be unauthorized, we would advise caution and recommend that before purchasing you find out all you can about the identity of the dealer, the origin of the product and the terms of delivery.

How can I avoid purchasing a counterfeit?

When purchasing Sennheiser equipment, we would advise you as a matter of urgency always to go through an authorized dealer from the Sennheiser network. This way you can be sure as a customer that you will be getting a top-quality original article, backed up by full customer service.

<https://en-us.sennheiser.com/about-sennheiser-at-a-glance-counterfeit>