

Tottenham Hotspur Ltd

Tottenham Hotspur Ltd and its licensees design, manufacture, distribute and sell a wide range of Tottenham Hotspur Football Club related products.

Tottenham Hotspur Ltd owns many registered trade marks, designs and copyright material around the world protecting the many names and logos that are associated with Tottenham Hotspur Football Club (our “intellectual property rights”). These include Spurs, Tottenham Hotspur, Tottenham, THFC, To Dare Is To Do, White Hart Lane, Spurs Line as well as our cockerel on ball logo, club shield and old club badge.

We take the protection of our intellectual property rights very seriously. We take action, as and when necessary, against people that we find manufacturing, selling or advertising for sale counterfeit items. We are very committed to protecting our business, to protect your club, now and for the future.

Buyers please be aware that the use of the club’s trade marks or logos, or photographs or images taken from our website or brochures or the appearance of a player’s photograph or signature, does not necessarily mean that that the product is genuine or that it has been approved by us.

All of our content such as our photographs and images are protected by copyright. You are not permitted to copy or reproduce any of our content for commercial purposes in any way without our permission. This includes using our photographs or images to promote the sale of your items on eBay. We will report to eBay any auctions that use any of our content without our permission.

We are always happy to hear from our fans or from any other person if you have any information about products being sold that infringe any of our intellectual property rights.

Every penny spent in Spurs Stores or on official or licensed merchandise helps to build the Tottenham Hotspur football team.

Frequently Asked Questions (FAQ)

Q: Why was my auction terminated?

A: We regularly monitor the Internet, including auction websites, in order to protect our intellectual property rights.

If one of your auctions has been removed from eBay this is because we believe that it infringes our intellectual property rights. For example, it may be an unauthorised copy of our official merchandise or be an item incorporating our intellectual property rights that we do not sell or licence anyone else to do so.

Given the nature of the Internet, decisions regarding the authenticity of an item are based upon the photograph and the description of the goods, as well as other less tangible aspects of the auction. We cannot physically see a product posted on eBay, which means we have limited information at our disposal. We work diligently to try to ensure that only items infringing our intellectual property rights are removed.

If we ended your auction, we felt comfortable with our assessment that the item you were selling infringes our intellectual property rights.

Q: Why was my auction singled out when there are other auctions on eBay that infringe Tottenham Hotspur's intellectual property rights?

A: Tottenham Hotspur would like to remove all unauthorised uses of its intellectual property rights from eBay. However, given the huge volume of products sold on eBay, it is difficult to identify and remove every infringing item.

The fact that others are selling products that infringe our intellectual property rights **does not** give you or anyone else the right to do so. Similarly, the fact that a product is being sold on eBay is in no way a guarantee that it is a genuine, authorised Tottenham Hotspur product.

Q: If I purchased a legitimate item of Tottenham Hotspur merchandise, can I re-sell the item on eBay?

A: Yes. You can resell **genuine** items that you purchased, in their original, unaltered form.

Our intellectual property rights are infringed if, without our consent, Tottenham Hotspur products from countries outside the European Economic Area (EEA) such as China, Thailand, Malaysia, Hong Kong, USA etc. are imported or sold in the EEA. It does not matter whether the goods being imported are genuine, new or second-hand.

The fact that Tottenham Hotspur sells identical goods within the EEA does not mean that goods bought outside the EEA can be imported into the EEA.

Q: I believe that the item I was selling on eBay was genuine, what can I do?

A: If you believe that you were selling genuine merchandise, please e-mail eBay member **tottenhamhotspur-vrt** including the following information:

- Your receipt/Invoice from your supplier
- If the receipt/invoice is not available please provide full facts to demonstrate why you believe the product is genuine including the name of the person/shop/company from whom you purchased your merchandise, the date of purchase, and reason why you believe the merchandise is genuine.

Q: Can I list an item if I clearly indicate that is "Replica", "Unofficial" or "Fake"?

A: No. Manufacturing, distributing and/or selling unlicensed goods infringes our intellectual property rights and carries civil and/or criminal penalties. Saying the goods are not genuine does not save you from liability (a disclaimer in legal speak).

Q: Can I use Tottenham Hotspur trade marks, logos or other images to make my auction look appealing?

A: No. Use of our trade marks wrongfully implies that your auction is authorised, sponsored, approved or endorsed by us. You can only use our marks to describe/advertise a genuine item for sale.

Please also note that our photographs, logos and images are protected by copyright and you cannot copy or reproduce them for commercial purposes in any way without our permission. This means that you cannot use them to promote the sale of your items.

Q: Can I use Tottenham Hotspur intellectual property rights to create ‘homemade’ products such as souvenirs?

A: No. Only Tottenham Hotspur and its licensees may use our intellectual property rights to manufacture, offer for sale, and/or sell goods or services.

Q: What if I did not realise that I was infringing Tottenham Hotspur’s intellectual property rights?

A: It is your responsibility to ensure that your actions do not infringe our intellectual property rights. Ignorance or lack of knowledge is not a defence under most intellectual property laws.

Q: How can I determine whether an item for sale on eBay is authentic Tottenham Hotspur merchandise?

Tottenham Hotspur plc can not guarantee the authenticity of any items sold on eBay. The only way to ensure that you are buying genuine products is to buy from Spurs Stores, www.tottenhamhotspur.com, through our mail order (0870 420 5000), or other official stockists.

Unfortunately, we cannot provide detailed information on how to identify genuine Tottenham Hotspur products, as this information could also be used by counterfeiters to improve their fake products. We will however do what we can to advise you where we can.

Q: Can Tottenham Hotspur verify the authenticity claims of merchandise for sale on eBay?

A: Tottenham Hotspur is unable to guarantee the authenticity of any items for sale on eBay.

Tottenham Hotspur will not compensate any person that purchases counterfeit merchandise from an eBay seller nor replace such merchandise with genuine merchandise.

If you believe that an eBay member is selling counterfeit Tottenham Hotspur merchandise, please send an email to ebay@tottenhamhotspur.com identifying the seller and the auctions in question.

Q: Why does Tottenham Hotspur care if I sell a single piece of unauthorised Tottenham Hotspur merchandise?

A: Tottenham Hotspur has spent considerable resources in developing and maintaining its reputation and our intellectual property rights. Counterfeit merchandise unlawfully trades off our reputation and causes us reputation and monetary damage.

Having cultivated our reputation over many years, we must take action to ensure that online auctions of counterfeit goods are ended, even by single-item sellers.

Q: Why didn't Tottenham Hotspur contact me directly before reporting my auction to eBay?

A: eBay is responsible for the items posted on its auction site. Given the number of Tottenham Hotspur items posted on eBay, it would take an even larger commitment of time and money for Tottenham Hotspur to contact each seller individually. Unfortunately, it is not possible for us to do so.

Q: How do I contact Tottenham Hotspur?

A: Our e-mail address is ebay@tottenhamhotspur.com for enquiries regarding eBay and please put "eBay Enquiry" in the Subject field. You can see our website www.tottenhamhotspur.com for any further contact details.