

# Underwriters Laboratories, Inc.



UL builds trust in the safety, security and sustainability of products, organizations and supply chains – enabling smarter choices and better lives. In all that we do, we apply science and expertise to enable the responsible design, production, marketing and purchase of the goods, solutions and innovations of today and tomorrow.

To empower trust in the marketplace, we take a sophisticated, multi-faceted approach to brand protection. Across the entire supply chain, we aim to protect the integrity of the UL family of Marks, stop counterfeiters and enhance the safety of consumers around the world.

Our global team of experts investigates allegations of noncompliance, counterfeiting, misleading advertising and misuse of the UL Mark. We review the concern, conduct an investigation, identify the root cause, and take appropriate action to resolve the issue, all with a goal of protecting the public and sustaining confidence in the UL Mark. Just as important, we also help our customers, regulators and law enforcement combat counterfeiting and reduce product hazards.

## Frequently Asked Questions:

Why was my auction terminated?

UL regularly monitors the internet, including auction sites, to protect our rights, our clients' investment in earning UL certification and the safety of consumers. As part of that effort, UL works with eBay to remove any auction containing an unauthorized use of UL intellectual property or failing to comply with all eBay policies.

Most likely, your auction was removed from the eBay website for one of the following reasons:

Sale of a product bearing a counterfeit UL Mark  
Unauthorized use of UL copyrighted images or text  
Misrepresentation of a UL certification or Mark  
Failure to meet UL's General Guideline and Rules regarding promoting a UL certification

We have a long history of successfully and vigorously protecting our trademarks and other intellectual property rights against counterfeiting and infringement.

Can I use a UL Mark in my auction if a product I am selling has been tested to UL Standards?

No. Only those products that have earned certification from UL can feature the appropriate UL Mark in their auction pages. Products simply tested to UL Standards do not qualify.

Why was my auction removed while many other auctions make the claim that a product is UL certified?

Due to the sheer volume of items offered, it is impossible to cancel every listing that infringes on UL's rights. To prevent the possible removal of your listing, please ensure that you are eligible to use the UL Mark in your auction and that you are using it accurately.

How can I verify a UL Mark found in an auction?

Please visit our Online Certifications Directory, where you can search by product manufacturer name. Or, contact UL for more assistance.

Contact UL - [www.ul.com/aboutul/locations](http://www.ul.com/aboutul/locations)