

eBay VeRO Profile – Vitagene, Inc.

Vitagene provides people with the ultimate tool to discover a healthier future – the most science-driven, complete, and affordable DNA test. In order to ensure that you are on the best Vitagene inspired supplement plan, be sure to purchase Vitagene from trusted retailers.

Vitagene is the owner of numerous trademarks around the world. Vitagene also owns copyrights and other intellectual property rights in its distinctive product designs, the product images and descriptions on its website, and the images and text in its catalogues, lookbooks and other advertising. Vitagene has invested significant time and resources to build the goodwill and reputation symbolized by its trademarks and intellectual property, and actively polices infringement of its rights.

As a member of eBay’s VeRO program, Vitagene monitors eBay for infringements of its intellectual property, including the sale of counterfeit Vitagene products, and regularly takes steps to remove infringing content and pursue legal action against offending sellers.

Vitagene cannot guarantee the quality or authenticity of products that are purchased from eBay. Vitagene recommends that potential buyers exercise caution when purchasing Vitagene products from eBay or other third-party marketplaces.

Q: Why was my listing removed?

A: Vitagene reports listings to eBay that appear to be selling counterfeit product, or the listing otherwise violates Vitagene’s intellectual property (including the use of product images from Vitagene’s website). As a seller, it is your responsibility to ensure that the goods you are selling are authentic and that your listings do not mislead buyers or infringe Vitagene’s intellectual property rights.

Q: What’s so bad about counterfeits?

A: Vitagene products are sold through a network of authorized distributors and retailers who are held to the highest standards to ensure that Vitagene’s customers always receive the finest quality products and service. Counterfeit products may look similar to authentic products, but the workmanship, quality of materials and customer service you are entitled to is usually far inferior to authentic Vitagene products.

If a Vitagene product is being sold for significantly less than the retail price, there is a good chance it is counterfeit. The only way that you can be certain that you are purchasing authentic Vitagene products is to purchase those products directly from Vitagene or through an authorized Vitagene retailer.

If you suspect that a company or individual is advertising or selling counterfeit Vitagene products, please contact enforcement@vitagene.com.

Q: What should I do if I am sold counterfeit Vitagene products on eBay?

A: If you have been sold counterfeit Vitagene products using your credit card, you may be eligible for a full refund from your credit card company. Vitagene also recommends that you report the seller to eBay.

For more information about authentic Vitagene products, please visit www.vitagene.com. If you believe that you have not violated the intellectual property of Vitagene, send an email with proof of product authenticity, such as retail receipts, to enforcement@vitagene.com for Vitagene to review.