



Zen Design Group, Ltd. takes its intellectual property rights very seriously. We work diligently to protect our rights and our invention. The market has become overwhelmed with cheap copies of our product. In order to protect our product from counterfeits that are ruining the reputation of our invention, we have partnered with the VeRO Program to remove these items from eBay.

Zen Design Group, Ltd owns the U.S. Patent 6,860,616 entitled “Ultra Violet Writing System” as well as the U.S. Trademark “Invisible Writer.” We have many registered trademarks in numerous countries and in some instances we are willing to license those intellectual property rights to interested, qualified sellers.

There are a significant number of counterfeit and/or infringing invisible secret pen items listed on eBay. Sale of these items without a license is illegal. The manufacture, distribution and/or sale of counterfeit goods carry criminal penalties and civil liability in the U.S. and other countries.

What to do if your listing was removed:

You may contact us at the email provided to you in the notice sent from eBay. If you contact us requesting information that is already contained within this page we cannot guarantee a response. Also, please be advised that due to the number of emails received on a daily basis, it may take up to a week to respond. In order to ensure an accurate response to any inquiries we will need your eBay seller ID and auction number.

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 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 Zen Design Group 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 Zen Design Group verify the authenticity of merchandise for sale on eBay? A: While we would like to be able to assist you, we cannot verify the authenticity of any product that is not purchased through one of our authorized distributors or retailers. Unfortunately, there are a large 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 products, please let us know by emailing us at info@zendesigngroup.com

Q: Why does Zen Design Group care if sell a little unauthorized merchandise? A: We have expended considerable resources to develop and maintain our products. Through the auction of counterfeit merchandise, people attempt to trade off of 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 our product(s).

Q: Why was my auction singled out? I see a bunch of other auctions selling the same items! A: Be assured that you have not been singled out. We work diligently to ensure that the majority of auctions offering infringing goods are removed from eBay. However, given the extremely high volume of merchandise that is offered for sale, it is almost impossible to identify and remove every auction.

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 not permitted under eBay policy.

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 has removed the first auction for it, please be aware that your account may be temporarily or permanently suspended from eBay.