



### **About the Nutramax Laboratories Family of Companies:**

Established in 1992, Nutramax Laboratories, Inc. became an industry leader in developing nutritional supplement products for people and their pets. Since 2014, Nutramax Laboratories Consumer Care, Inc., with locations in Edgewood, Maryland and Lancaster, South Carolina, has assumed the role of researching, marketing, distributing, and selling nutritional supplement products that promote consumer health. Located in Lancaster, South Carolina, Nutramax Laboratories Veterinary Sciences, Inc. has likewise assumed the role of researching, marketing, distributing, and selling industry-leading products that support animal health.

### **The Nutramax Difference:**

Nutramax products are produced under strict manufacturing standards, utilizing high-quality, researched ingredients to produce safe and effective products that improve the quality of life for people and their pets.

### **Intellectual Property Rights**

Nutramax entities are the sole owners of all websites operated by each of them, including the content contained therein. Furthermore, our intellectual property rights include numerous issued patents, registered trademarks and common law rights, as well as proprietary information, including text, images, video, graphics, product packaging, marketing materials, and all other works protected under United States copyright laws ("Intellectual Property Rights"). Any use of these Intellectual Property Rights shall be considered an infringement and will cause Nutramax to take aggressive action to protect those rights.

### **How Nutramax fights counterfeiting:**

We want consumers to know that counterfeiting is a global problem. Although counterfeiters are increasingly sophisticated, we take the steps we can to fight them.

- We actively pursue any company we find to be selling counterfeit Nutramax products, including taking strong legal action.
- We work closely with retail channels, especially open-market retailers online, to implement policies to prevent the sale of counterfeit products, remove unauthorized third-party sellers and take counterfeit goods out of circulation.
- Our dedicated Brand Protection Team continuously makes "secret shopper" purchases and conducts other vigilance measures to confirm the Nutramax products being sold are authentic.



**Q: How can I be confident I am buying genuine Nutramax products?**

A: Concerning future purchases, if you want to be assured that the product you are purchasing is authentic, please visit our “Where to Buy” pages for a list of authorized retailers.

**Q: Why was my listing removed?**

A: Your listing was removed because Nutramax believes that the item(s) being sold was not an authentic Nutramax product or the listing violated certain Intellectual Property Rights described above.

**Q: I think that my listing was removed erroneously because I believe the item I’m selling is authentic.**

A: If we reported your listing, Nutramax felt comfortable with our assessment that the item(s) in your listing were not authentic Nutramax products or it involved an infringement of the Nutramax Intellectual Property Rights described above. We understand that in some instances you were not aware of the counterfeit nature of your item(s), and also understand that you may have obtained your item(s) from someone who misled you.

**Q: What do I do if I bought a counterfeit product?**

A: If you believe the item you purchased is a counterfeit product, please call our Customer Service Center at 1-888-886-6442.

**Contact Nutramax**

As a member of the eBay Verified Rights Owner Program, our goal is to protect our customers from inauthentic products and ensure that our goodwill and Intellectual Property Rights are protected to the best of our ability. This is critical to ensuring product safety and satisfaction for our customers. If you believe that your listing should not have been removed, please contact Nutramax at [drivera@nutramaxlabs.com](mailto:drivera@nutramaxlabs.com). Please include your seller name and the eBay listing number in question. Please note that if your email requests information that is addressed in this document, you will not receive a response.