

CHANEL

CHANEL, the international luxury goods company, was founded in France by Gabrielle “Coco” Chanel in 1911 and continues as one of the world’s preeminent fashion houses. CHANEL strictly controls all design, manufacturing, distribution and advertising to ensure the highest level of quality of its products. The CHANEL product line includes clothing, fragrance, cosmetics, leather goods, watches, accessories, costume jewelry and fine jewelry. These products are sold through a network of CHANEL Boutiques, and select high-end retailers.

There are numerous potentially counterfeit and/or infringing “CHANEL” items for sale on eBay. It is illegal to sell such merchandise. The manufacture, distribution and/or sale of counterfeit goods carry stiff criminal penalties. CHANEL hopes to educate the purchasing public as to how to make an informed decision when purchasing a CHANEL item on eBay. Below is a list of key phrases to look for in the description of the item for sale in order to help determine its authenticity:

- CANNOT GUARANTEE AUTHENTICITY
- AUTHENTICITY NOT WARRANTED OR IMPLIED
- NO GUARANTEES OR WARRANTIES
- CHANEL-LIKE
- CHANEL REPLICA
- CHANEL STYLE
- CHANEL?
- "CHANEL"
- CHANEL COPY
- LIKE CHANEL
- NOT CHANEL
- CHANEL TYPE
- CC LIKE
- CC STYLE
- CC TYPE

If you see any of the above (or similar) phrases in the description of a CHANEL item offered for sale on eBay, it is a good indication that the item is a counterfeit/infringement. Generally, if the seller does not affirmatively guarantee the authenticity of the item, there is a reasonable chance that it is counterfeit. Therefore, if nothing is mentioned in the description regarding authenticity, it is likely to be counterfeit. A buyer should always request an affirmative guarantee of authenticity from a seller. Unfortunately, it is also possible that a seller with a guarantee of authenticity may be selling a counterfeit item.

Frequently Asked Questions (FAQ)

Q: Why did eBay allow me to post my auction if it is against the law?

A: Despite repeated requests, eBay has told us that they cannot conduct a comprehensive pre-screen of their auctions. Therefore, certain impermissible items are allowed to be listed thereby causing both time and money to be wasted by the buyer, the seller and Chanel.

Q: Why was my auction ended?

A: Your auction was ended because we believe the item being sold was a counterfeit Chanel item OR included an infringement of the CHANEL trademark. 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. Because we cannot physically see a product posted over the Internet, the information at our disposal as to the counterfeit nature of the item is limited. We have several people working many hours trying to ensure that only counterfeit/infringing Chanel merchandise is removed.

Q: Why does CHANEL care if I sell a single piece of unauthorized CHANEL merchandise?

A: CHANEL has expended considerable resources to develop and maintain a reputation for providing the highest quality products and services to its customers. Through the auction of counterfeit merchandise, people attempt to trade off of CHANEL's well-earned reputation. These auctions not only cause monetary damage, but also damage CHANEL's reputation, as many of the purchasers of inferior counterfeit products will attribute the poor quality merchandise to Chanel.

Having spent many years cultivating its strong reputation, CHANEL must take action to ensure that online auctions of counterfeit goods are ended, even by single-item sellers.

Q: I think that the item I offered is genuine. How can I tell if it is real?

A: Unfortunately, we cannot provide the public with detailed information on how to identify genuine Chanel clothing and accessories, as this information could also be used by counterfeiters to improve their bogus products. However, we can tell you that genuine CHANEL products are made of superior materials and are crafted with the best in workmanship. The only way you can be certain that you are purchasing a genuine CHANEL fashion product is to purchase from a CHANEL boutique or one of the specially selected high-quality retailers authorized to sell these items.

If we ended your auction, we felt comfortable with our assessment that the item you were selling was not genuine. We understand that in some cases you were not aware that you were selling counterfeit merchandise. We also understand that you may have obtained this item from someone else who misled you.

Q: Can I list an item if I expressly say that it is NOT GENUINE?

A: NO! A disclaimer regarding the authenticity of goods, such as "faux", "fake", "knockoff", "Chanel-like", "Chanel style", "Chanel?", "Chanel", "cannot guarantee authenticity" and similar disclaimers, does not satisfy state and federal laws prohibiting the sale of counterfeit/infringing merchandise.

Q: Why can't I use the word "CHANEL" in my auction heading even though I am not selling a CHANEL item?

A: It is misleading and impermissible to use the word "CHANEL" when there is no legitimate connection between the goods sold and the use of the name.

Q: Why can't I describe my item as "CHANEL-STYLE", "CHANEL-LIKE" or a similar phrase?

A: Due to Chanel's fame, a person who sees the "CHANEL" name is likely to believe that the goods are in some manner connected with or endorsed by Chanel, to Chanel's detriment and contrary to both state and federal law.

Q: Why can't I sell an item that I originally purchased on eBay?

A: CHANEL is working diligently to ensure that all counterfeit/infringing merchandise is removed from auction on eBay. However, some items do slip through the cracks and auctions carrying counterfeit/infringing items are completed. This does not affect the fact that the sale of counterfeit/infringing goods is against the law.

Q: Why didn't CHANEL 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 Chanel items posted on eBay, it would take a very large commitment of time and money for Chanel to contact each seller individually. Unfortunately, it is not possible for us to do so.

Q: I saw an auction where the seller said I could go to a Chanel boutique and verify the authenticity of the Chanel item offered for sale. Can I bring an item to a Chanel boutique for verification of authenticity?

A: No. Unfortunately, Chanel boutiques and offices are not able to provide authentication of auction items. The only proof of purchase that we recognize is an original sales receipt.

Chanel has not permitted sellers to base the authenticity claims on verification by its boutiques and other retail locations of new merchandise. As a matter of policy, Chanel also cannot provide letters or other assistance to purchasers of counterfeit Chanel product in their attempt to obtain refunds from PayPal, credit card companies or other methods of payment, as we did not authorize the manufacture or the sale of these products.

ITEMS CHANEL HAS NEVER MANUFACTURED:

- Arpege/Chanel No. 5 Perfumed Writing Pens
- Cigarette Lighters
- Clothing for Animals (e.g. - dog sweater)
- Clothing for Children/Dolls
- "Chanel de la Plumtete" Bears
- "Chanel the Bear" Beanie Kids
- Ceramic Hat Boxes

CHANEL works diligently to protect its reputation for providing the highest quality products, and to protect its customers from merchandise that is inferior, and confusingly similar to genuine CHANEL products. CHANEL must therefore vigorously protect against the on-line distribution of counterfeit/infringing goods.

Chanel's e-mail address is Chanel_enforce@opsecsecurity.com. If your email requests information that is already contained in this AboutMe page, you will not receive a response. Due to the volume of email received, it may take us a couple of weeks to respond to your message if it addresses an issue not discussed above.

EXAMPLES OF JUDGMENTS AGAINST COUNTERFEITERS:

Discount Chanel Bags - <http://www.accessoriesplus1.com/>

Chanel Bag Replicas

Replica Chanel Purse - <http://www.blinghandbagz.com/>

Wholesale Replica Chanel - <http://www.bolsos-accesorios.com/>

Replica Cheap Chanel - <http://www.edesignerhandbags.net/>

Replica Chanel Store - <http://www.fashionetailer.com/>

Replica Chanel Handbags - <http://www.fashionzone.info/>

Replica Chanel Products - <http://www.hottestbagz.com/>

Chanel Replica Wholesale

ChanelReplica - <http://www.chanelreplica.com/>

Cheap Replica Chanel - <http://www.leshanta.com/>

Designer Replica Chanel - <http://www.luxebagz.com/>

Replica Chanel - <http://www.onlinefashiontrends.com/>

Chanel Replica Handbags - <http://www.replicasee.com/>

Replica Chanel Bags - <https://www.rlcw.com/>

Chanel Replica Products - <http://www.rodeodrivereplicas.com/>

Replica Chanel Wholesale - <http://www.sacbelle.com/>

Cheap Chanel Replica - <http://www.spicybags.com/>

Replica Designer Chanel - <http://www.stylediva.net/>

Chanel Replica Bags - <http://www.worldbagsexpress.com/>

Chanel Replica Purse - <http://www.x-bags.net/>

Wholesale Chanel Replica - <http://www.yuella.com/>

For more information about CHANEL counterfeits please go to <http://www.chanelreplica.com/>

For more information about CHANEL please go to <http://www.chanel.com/>

For more information about counterfeiting please go to <http://www.iacc.org/>.