



## About Einhell:

Einhell was founded in 1964 and is one of the world's leading suppliers of handheld power tools, stationary and garden tools. Based in Landau/Isar in Germany, Einhell is dedicated to product quality and to developing exclusive, innovative, modern designs that meet or exceed the expectation of the DIY enthusiast and trade professional. Its quality assurance and engineering teams ensure products are subjected to stringent quality tests and benchmark products against all leading brands. With solely-owned subsidiaries and affiliated partners in more than 70 countries worldwide, Einhell is committed to offering customers 'brand quality at an affordable price'.

Einhell UK was established in 1999 and covers the United Kingdom and Republic of Ireland markets. With over 25 staff, Einhell UK is based in Merseyside. All Einhell products come with a 2 year guarantee backed by a comprehensive after sales service with spare parts and accessories available 24 hours.

## Counterfeit Batteries:

Einhell are aware of counterfeit 18V batteries and accessories being made available through third-party sellers on eBay. These products may appear genuine due to the use of similar design features and colours, but are *not* certified for use with our Power X-Change cordless machines and can be dangerous. The only way to guarantee receiving a genuine Einhell product is to buy from Einhell directly, or through trusted retailers.

## Frequently Asked Questions:

Why was my listing taken down from the eBay marketplace?

We have concluded that part of your listing infringes Einhell's trademarks, content, patents or copyrights. Use of any official content must be authorised before being used in your listing.

We also flag counterfeit products such as third-party 18V batteries, which are not certified or safe for use with the Power X-Change cordless system.

Can I use official content, such as Einhell product imagery and descriptions, within my listing?

No – these are protected by copyright law and must be authorised by Einhell before you are permitted to use them in your listings.

My products are not Einhell branded, but my listing has still been cancelled. Why is this?

We are unable to permit the listing of counterfeit products and third-party dupes, such as batteries, to be listed alongside genuine products on the Marketplace. This endangers the customer and can damage the integrity of the Brand.

If the product you are selling has a resemblance to official Einhell products or accessories, where they could reasonably be mistaken for a first-party genuine product, then the listing is at high risk of being cancelled.

My listing was cancelled, but there are other sellers still able to offer the same product. Why am I singled out?

Due to the volume of products listed and maintained on eBay every day, the flagging of these listings is a constant task and may seem to take longer for competing listings. If your listing was for the same product, then the other seller's listing will also be flagged for removal shortly.

Please be advised that the use of any official Einhell content will also cause your listing to be removed.

How can I ensure my listing does not get cancelled in the future?

1. Do not sell counterfeit or knock-off products.
2. Do not use official Einhell texts or imagery in your listing (unless authorised).
3. Do not state or imply any affiliation with Einhell (unless authorised).
4. Only use the word "Einhell" when describing genuine products, or when referring to compatibility.