



eBay Verified Rights Owner participant information:

Hannah's Games Ltd

Hannah's Games sells original games which we have designed and written in-house. We own the intellectual property for all elements of our games including but not limited to text, design, logos, branding, content, images, listing content.

We reserve the rights to all our IP which is enforceable worldwide including but not limited to the following:

- copying our work
- distributing copies of our work, whether free of charge or for sale
- renting or lending copies of our work
- performing, showing or playing our work in public
- making an adaptation of our work
- putting it on the internet

We hold appropriate copyrights and trademarks for our IP alongside a robust portfolio of evidence of the creation process which will be produced to a competent authority upon request in the process of defence of our rights. eBay has also recognised our business as a Verified Rights Owner and we are proud to join other creative business protected by the VeRO programme on eBay.

In addition to using the VeRo programme we reserve the right to pursue offenders who infringe our IP whether intentional or unintentional to the full extent of the law. We also reserve the right to pursue for all costs and losses resulting from such action.

Frequently asked questions:

Why has my item been removed?

Your item has been removed because your item infringes on our Intellectual property. This can sometimes be ascertained via the listing itself and we may also have made a test purchase to confirm the infringement.

I didn't know I had infringed on your works so why has my listing been removed?

Intentional or unintentional breach of our IP is still enforceable under law. We understand that mistakes happen and will usually try and contact the seller informally first to offer them the opportunity to remove the item however we are not obligated to do so.

I am also selling this item elsewhere, can I keep it for sale there?

No. You must remove this item from sale everywhere both online and offline as soon as you receive the VeRo notice. To continue to sell the item significantly raises the likelihood of us pursuing legal action against you as the VeRo programme is evidence you have been notified of our claim. To continue to sell the item in full knowledge it infringes our IP is a serious breach and will not be tolerated by our brand.

I have legitimately bought an item of Hannah's Games merchandise which I no longer need, can I sell it on eBay as a private seller?

Yes. That is absolutely fine. However in these cases we invite you to contact us as under most circumstances we would accept a return even outside the return window. Please get in touch with us to discuss so we can support you.

I see loads of this content around online, why haven't you reported them?

We have been selling these games online since 2016 and a lot of these games we wrote the original content for. We also have formal and informal licensing agreements with various businesses which we do not disclose. Please contact us if you wish to discuss licensing our content for sale.

What happens if I relist this item on eBay?

After there has been an IP report on an account we monitor that account and other associated online activity and will continue to report anything which is listed. Repeated breaches of IP may have implications for your wider business and accounts which we cannot be held responsible for.

If I block you on eBay and simply list the item again, how will you know I am still selling it?

We constantly monitor the eBay marketplace as well as other sources on the internet for breaches of our IP and we use a variety of tools and systems to identify breaches therefore blocking will not stop us seeing the relisted items. These systems will highlight that a seller has blocked us which strengthens our legal claim as it provides evidence you are attempting to knowingly conceal your infringement.

If I contact you will you rescind the complaint?

We understand that a VeRo complaint is a serious infraction on your account with potentially serious consequences for the seller. Therefore we never submit a Notice of Claim Infringement unless we

are completely confident the item infringes our IP and that the seller is aware of our claim. If we have made a mistake then we will reconsider our claim based on the evidence provided.

Please note that abusive and threatening messages and any negative actions towards our business or team will be forwarded to the police and eBay for action.

Hannah's Games Ltd

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