

RightCare®

RightCare® is a team of innovative leaders and creative problem-solvers seeking to empower people who proactively manage health by providing products of the highest quality at an outstanding value. We believe every person is capable of pushing the limits of health with the right products. As a global leader in CGM Patch technology, and PPE Products we are dedicated to improving people's lives, and making products that empower people to become more actively involved in managing their healthcare.

As a member of the eBay VeRO Program, our goal is to protect eBay customers from unauthorized or counterfeit listings and to enforce the proper use of our intellectual property. This is critical to ensuring product safety and satisfaction for our customers. Any listings that impermissibly use our intellectual property may be brought to the attention of eBay for further action, including the possible removal of the listing.

Trademark Infringement

Outsource Pharmacy Solutions, Inc. is the legal owner of RightCare® in numerous jurisdictions throughout the world. As such, Outsource Pharmacy Solutions, Inc. is entitled to take legal action against any unfair use of our intellectual property, rightfully and lawfully, and to prohibit others from using our registered trademark in connection to the same or similar products being offered in the jurisdictions covered by our registered trademark.

Copyright Infringement

Outsource Pharmacy Solutions, Inc. owns copyrights in photographs and other images displayed on our official RightCare® websites and in authorized published marketing materials. Unless granted in writing, the use of RightCare® copyrighted materials on eBay is not authorized by Outsource Pharmacy Solutions, Inc.

Why Was My Listing Singled Out?

Due to the high volume of merchandise for sale on eBay, it is difficult to identify and remove every infringing listing. If it appears we have not yet acted against an infringing listing, that does not mean we will not act.

Contact Outsource Pharmacy Solutions, Inc.

If you believe that your item should not have been removed, please do not re-list it. Instead, we request that you contact RightCare's brand management team at BrandEnforcementTeam@RightCareProducts.com with any further questions. Please include the following in your email:

- Your Seller Name
- Your Corporation Name and Contact Information
- Listing # on the inquiry
- Contact Information for where you purchase RightCare® products from

FAQs Q: Why was my auction removed?

A: Possible reasons for termination include the sale of counterfeit RightCare® merchandise, use of copyrighted images without RightCare's permission, or misuse of a RightCare® registered trademark. RightCare® regularly monitors the Internet for violations of its intellectual property rights. RightCare® notifies eBay of auctions which violate RightCare's intellectual property rights.

Q: Why was my auction removed while many other auctions offering similar RightCare® products for sale remain active?

A: Be assured that you have not been singled out. However, due to the high volume of RightCare® products being offered on eBay, it is difficult to remove every infringing auction. If you find auctions violating RightCare's rights or eBay's policies, please report them by providing the appropriate Seller ID to our brand management team at BrandEnforcementTeam@RightCareProducts.com.

Q: May I use RightCare® images, from www.RightCareProducts.com or from an authorized sellers site?

A: No. RightCare® images are protected by copyright and may not be reproduced. RightCare® does not authorize the use of copyright images to unaffiliated third parties.

Q: What if I did not know that my item was counterfeit?

A: As a seller, it is your responsibility to ensure that the items you list for sale are authentic.

Q: I believe I purchased counterfeit RightCare® merchandise on eBay. What should I do?

A: First, contact the seller directly and ask for the appropriate resolution (i.e., a complete refund). Second, immediately review eBay's dispute resolution policies and proceed with a dispute resolution and a fraud report.

Q: Why didn't you contact me before terminating my auction?

A: Due to the large volume RightCare® items for sale on eBay, it is not possible to contact and follow up with each seller to ensure that appropriate action is taken.