

申诉模板---图片侵权

Dear Seller Performance Team,

Thank you for your notification on the policy violation on the....., we would like to sincerely apologize for the terrible mistake we made. We are a small company in China focusing on foreign trade and selling on Amazon US has been one of our ultimate dreams.

We did a lot of preparation in order to launch our store in Amazon and worked with the Amazon sales manager XXXX on a lot of details including the can do's and can't. He informed us beforehand that image and character violation is a very serious issue in Amazon and we have taken that very very seriously.

However, one of our sales staff, who is new to the company, accidentally put this product onto the list because we would like to start our sales with 50 SKUs (We had 49 Skus ready at that time.) He uploaded the product without everyone else's knowledge and I would in person like to apologize again for my carelessness in staff management.

Here are the things our company has done to prevent such an issue from happening again. 1. We just organized training again on the can's and can't the sales manager XXXX sent us, especially emphasizing the policy violation including image violation of products and wording violation on the product and checked all the products that we have already listed.

2. We deleted all the products that we think could potentially violate the policies.

3. We have setup rules in the company that all of our inventory must be carefully reviewed and would not violate any Amazon policies before adding to our inventory and listing on Amazon. I would like to apologize for a third time for my carelessness in management , and please do let us know what else can we do to reinstate our account and we will do everything we can to meet the target. Looking forward to hearing from you.

XXX

自己拍摄设计的图片被告侵权申诉模板

Dear Amazon Team,

We received a policy warning stated that Amazon has removed some images from our site because of a rights owner complained about the image(s) that infringes on its intellectual property rights.

ASIN:

Complaint ID:

The picture that Amazon has removed:



Picture link: xxxxx

Picture link: xxxxx

We always work hard to assure we are meeting the standards set by Amazon and our own standards of quality customer service, it is hard for us to believe that our images infringe others' intellectual property rights. All the photos of this item (ASIN: XXXXXXXXXXX) were taken and designed by our designer.

Firstly, we contact the rights owner directly to resolve this dispute. We asked the right owner to review the pictures, finally, he found that the picture is from us, below is the screenshot of our e-mail. (Have attached)

Email 1: email link

Email 2: email link

Secondly, We have advised the rights owner to contact Amazon at notice@amazon.co.uk to withdraw the complaint. (I have mentioned it in e-mail)

Thirdly, we can provide all the photos and source files as evidence. (Please see the attachment)

1. Photo

Taken From:

Shooting Time:

Shooting Location:

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2. Source File: You can see how we processing the picture in Photoshop.

Please review this case, and we are looking for a fair and just reply. If you need additional details, please kindly contact us, we will reply you at the first time.

Best Regards

XXX

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