

Dear Amazon Seller Performance Team,

This is a formal response regarding the false counterfeit complaint lodged against my Amazon account:

- Dermora – Complaint ID: 17568960741

This complaint is both baseless and abusive. No test purchase or product verification was ever performed by the brand. I legally acquired the product in question through legitimate U.S. retail channels. Moreover, I have not made a single sale of the ASIN this brand owner falsely marked as “counterfeit.”

I am protected under the First Sale Doctrine, which allows for the resale of genuine, unmodified products without the brand owner’s permission. There is no obligation to prove authenticity unless there is credible evidence the goods are not genuine—which the brand owner has not provided.

**However, to satisfy Amazon’s ecosystem, attached is a consolidated PDF containing my sales order documentation and email correspondence with Ollie’s Customer Service as supporting evidence and proof of lawful purchase demonstrating product authenticity.**

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#### Legal Escalation Already Initiated

A formal legal notice has already been sent to Amazon Legal, as this platform is being used to facilitate brand-owner abuse. Amazon’s continued policy of enforcing counterfeit claims without requiring substantiated proof—while demanding documentation from sellers—is not only unjustified, but demonstrates a highly flawed enforcement policy that requires change. This is not about appeasing a policy workflow—this is about standing against abuse, and I intend to escalate accordingly if necessary.

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#### Requested Action

- Immediately remove the counterfeit complaint
- Flag Dermora for enforcement abuse
- Require test-buy or substantiated proof for any future IP actions by this brand

Sincerely,  
Sean Vandenberg  
Smarter Home Ideas LLC



SEAN VANDENBERG  
1927 BURGESS HILL CIR W  
JACKSONVILLE, FL 32246-4087  
United States  
Phone Number: (301) 5023865

## Sales Order

Date Ordered December 04, 2024  
Order # 0024924120400105320  
Store # 00249  
Register # 1  
Transaction # 5320  
Ollie's Army # 18019508  
Current Status **Completed**

### Payment Methods:

### Customer PO:

### Shipment Tracking number:

Product	Note Description	Qty	Qty Received	Qty B/O	Unit Price	Adjustment	Sub Total
594128	5 OZ STET MOISTR FACE & BEARD	1.000000			\$1.99	(\$0.20)	\$1.79
582961	20PK DERMORA UNDER EYE PATCHES	32.000000			\$2.99	(\$9.57)	\$86.11
582961	20PK DERMORA UNDER EYE PATCHES	30.000000			\$2.99	(\$8.97)	\$80.73
0		1.000000			\$0.04	\$0.00	\$0.04
594128	5 OZ STET MOISTR FACE & BEARD	35.000000			\$1.99	(\$6.97)	\$62.68
593824	5 OZ STET SPIRIT DEO SPRAY	3.000000			\$2.99	(\$0.90)	\$8.07
594127	5 OZ STET MOISTR FACE & BEARD	25.000000			\$1.99	(\$4.98)	\$44.77
594127	5 OZ STET MOISTR FACE & BEARD	25.000000			\$1.99	(\$4.98)	\$44.77
593823	5 OZ STET ORG DEO SPRAY	19.000000			\$2.99	(\$5.68)	\$51.13
577191	2.85 OZ PM NM4MEN	35.000000			\$2.99	(\$10.47)	\$94.18
577191	2.85 OZ PM NM4MEN	10.000000			\$2.99	(\$2.99)	\$26.91
582961	20PK DERMORA UNDER EYE PATCHES	20.000000			\$2.99	(\$5.98)	\$53.82

**THANK YOU FOR SHOPPING AT OLLIE'S BARGAIN OUTLET, HOME OF GOOD STUFF CHEAP!**

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Total Other Order Adjustments	(\$61.69)
Items SubTotal	\$555.00
Total Sales Tax	\$0.00
Total Shipping and Handling	\$0.00
Total	\$555.00

Payments Received:



SEAN VANDENBERG  
1927 BURGESS HILL CIR W  
JACKSONVILLE, FL 32246-4087  
United States  
Phone Number: (301) 5023865

## Sales Order

Date Ordered December 04, 2024  
Order # 0027524120400101572  
Store # 00275  
Register # 1  
Transaction # 1572  
Ollie's Army # 18019508  
Current Status **Completed**

### Payment Methods:

### Customer PO:

### Shipment Tracking number:

Product	Note Description	Qty	Qty Received	Qty B/O	Unit Price	Adjustment	Sub Total
580604	AZ DEAL #12 9.99	1.000000			\$9.99	(\$1.00)	\$8.99
325042	11OZ BABY RIBBON CANDY	6.000000			\$2.89	(\$1.73)	\$15.61
596627	13OZ DELUXE FILLED CANDY	4.000000			\$2.89	(\$1.16)	\$10.40
325041	13OZ OLD FASHION MIX	9.000000			\$2.89	(\$2.60)	\$23.41
325042	11OZ BABY RIBBON CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
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325042	11OZ BABY RIBBON CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
325042	11OZ BABY RIBBON CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
485607	11 OZ CUT ROCK CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
485607	11 OZ CUT ROCK CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
325042	11OZ BABY RIBBON CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
325042	11OZ BABY RIBBON CANDY	1.000000			\$2.89	(\$0.29)	\$2.60
325042	11OZ BABY RIBBON CANDY	18.000000			\$2.89	(\$5.20)	\$46.82
485607	11 OZ CUT ROCK CANDY	9.000000			\$2.89	(\$2.60)	\$23.41

**THANK YOU FOR SHOPPING AT OLLIE'S BARGAIN OUTLET, HOME OF GOOD STUFF CHEAP!**



## Sales Order

Date Ordered December 04, 2024  
Order # 0027524120400101572  
Store # 00275  
Register # 1  
Transaction # 1572  
Ollie's Army # 18019508  
Current Status **Completed**

**Payment Methods:**

**Customer PO:**

**Shipment Tracking number:**

Product	Note Description	Qty	Qty Received	Qty B/O	Unit Price	Adjustment	Sub Total
582961	20PK DERMORA UNDER EYE PATCHES	30.000000			\$2.99	(\$8.97)	\$80.73
580599	AZ DEAL # 12 1.99	28.000000			\$1.99	(\$5.57)	\$50.15
580599	AZ DEAL # 12 1.99	1.000000			\$1.99	(\$0.20)	\$1.79
582961	20PK DERMORA UNDER EYE PATCHES	1.000000			\$2.99	(\$0.30)	\$2.69
580599	AZ DEAL # 12 1.99	35.000000			\$1.99	(\$6.97)	\$62.68
580599	AZ DEAL # 12 1.99	32.000000			\$1.99	(\$6.37)	\$57.31
580605	AZ DEAL #12 14.99	14.000000			\$14.99	(\$20.99)	\$188.87

**THANK YOU FOR SHOPPING AT OLLIE'S BARGAIN OUTLET, HOME OF GOOD STUFF CHEAP!**

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Total Other Order Adjustments	(\$100.35)
Items SubTotal	\$903.20
Total Sales Tax	\$0.00
Total Shipping and Handling	\$0.00
Total	\$903.20

Payments Received:



Sean Vandenberg &lt;sean.m.vandenberg@gmail.com&gt;

**[Ollie's Bargain Outlet] Re: Find any receipts for the item with SKU: 0582961**

4 messages

**Ollie's Customer Support** <support@ollies.zendesk.com>

Fri, Apr 11, 2025 at 3:33 PM

Reply-To: Ollie's Customer Support &lt;support+id9EEW1R-VYP90@ollies.zendesk.com&gt;

To: Sean M Vandenberg &lt;sean.m.vandenberg@gmail.com&gt;

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 368819. We strive to respond to all customers within 48 business hours.

You can reply to this email to add any responses or to request for an escalation.

**Samantha Crider (Ollie's Customer Service)**

Apr 11, 2025, 3:32PM EDT

Hello Sean,

Thank you for contacting Ollie's!

We apologize, we are not able to provide you with the type of documentation you requested. If you are an Ollie's Army member and need a receipt for a specific transaction, we can look that up for you, not to exceed 5 transactions. However, we do not have a way to systematically pull all of your transactions for a given time period at once.

Thank you for shopping at Ollies, home of "Good Stuff Cheap!"

368819



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Thank you,

Samantha C.

Customer Service Representative

**Sean M Vandenberg**

Apr 11, 2025, 1:01PM EDT

## Find your receipt with your My Ollie's Army loyalty account!

Ollie's Army number: 18019508

Date of purchase (exact is best, approximate may work): Probably sometime in the latter portion of 2024.

Cost of item: \$2.99 - product SKU: 0582961

Cost of total Transaction: unsure

Store location (# or city): unsure

Purchase Method (Credit/Check/Cash): Credit card

If Credit: likely - 5456 - or - 2173

See attached photos of product.

Attachment(s)

[IMG\\_9412.JPG](#)

[IMG\\_9411.JPG](#)

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Ollie's Bargain Outlet, Home of "Good Stuff Cheap"

[9EEW1R-VYP90]

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**Sean Vandenberg** <sean.m.vandenberg@gmail.com>

Fri, Apr 11, 2025 at 3:47 PM

To: Ollie's Customer Support <support+id9EEW1R-VYP90@ollies.zendesk.com>

Yes, I understand. One sales order PDF with the purchase will work well for my purpose. Most if not all of the product purchased was from one store anyway, as I recall. Could you please send? Thank you for your help!

[Quoted text hidden]

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**Ollie's Customer Support** <support@ollies.zendesk.com>

Fri, Apr 11, 2025 at 4:06 PM

Reply-To: Ollie's Customer Support <support+id9EEW1R-VYP90@ollies.zendesk.com>

To: Sean M Vandenberg <sean.m.vandenberg@gmail.com>

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 368819. We strive to respond to all customers within 48 business hours.

You can reply to this email to add any responses or to request for an escalation.



**Samantha Crider** (Ollie's Customer Service)

Apr 11, 2025, 4:06PM EDT



Hello Sean,

Thank you for contacting Ollie's Customer Service Department. Unfortunately, we are unable to assist you with your ticket. We are sorry for any inconvenience this may have caused. We do not have a way to systematically pull all of your transactions for a given time period at once.

Please let me know if you need further assistance. We are always happy to help!



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368819



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Thank you,  
Samantha C.  
Customer Service Representative



**Sean M Vandenberg**

Apr 11, 2025, 3:47PM EDT

Yes, I understand. One sales order PDF with the purchase will work well for my purpose. Most if not all of the product purchased was from one store anyway, as I recall. Could you please send? Thank you for your help!

[Quoted text hidden]

[Quoted text hidden]

**Ollie's Customer Support** <support@ollies.zendesk.com>  
Reply-To: Ollie's Customer Support <support+id9EEW1R-VYP90@ollies.zendesk.com>  
To: Sean M Vandenberg <sean.m.vandenberg@gmail.com>

Tue, Apr 15, 2025 at 11:23 AM

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 368819. We strive to respond to all customers within 48 business hours.

You can reply to this email to add any responses or to request for an escalation.



**Samantha Crider (Ollie's Customer Service)**

Apr 15, 2025, 11:23AM EDT

Hello Sean,

Thank you for your email. We have located your Ollie's Account receipt it is attached in a PDF.

Please let me know if I can be of further assistance. Thank you for shopping at Ollie's & have a great day!

368819



The information contained in this transmission may contain confidential and/or privileged or otherwise protected material. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the information contained herein or in any attachments is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately contact the sender by return e-mail and delete this e-mail from your computer system. Ollie's Bargain Outlet, Inc. reserves the right, to the extent permitted by applicable law, to retain, monitor and intercept e-mail messages to and from its systems.

Thank you,

Samantha C.

Customer Service Representative



**Sean M Vandenberg**

Apr 14, 2025, 5:42PM EDT

As an example- PDF sales orders provided for past requests.

Attached.

Please do the same for the Dermora product with SKU I previously provided.

Thank you.

Attachment(s)

[IMG\\_9460.png](#)

[IMG\\_9459.png](#)

**Sean M Vandenberg**

Apr 14, 2025, 5:03PM EDT

Hello:

I need the proof of purchase for the item. I have made requests like this before, and the information is provided.

I am not asking for ALL receipts.

I am asking to locate a receipt for the SKU I attached.



I can forward you previous support emails where this was successfully completed.

Thank you.

[Quoted text hidden]

[Quoted text hidden]

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**2 attachments** **Order - 2025-04-15T112139.683.pdf**  
64K **Order - 2025-04-15T112153.054.pdf**  
65K