Dear Amazon Seller Performance Team,

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

BioSteel - Complaint ID: 17585859181

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 from Ollie's as supporting evidence and proof of lawful purchase demonstrating product authenticity.

# 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.

# **✓** Requested Action

- Immediately remove the counterfeit complaint
- Flag BioSteel 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 <sean.m.vandenberg@gmail.com>

# [Ollie's Bargain Outlet] Re: Receipt - BioSteel 100% Whey Protein Vanilla

4 messages

Ollie's Customer Support <support@ollies.zendesk.com>
Reply-To: Ollie's Customer Support <support+id9E64WV-0ZPEJ@ollies.zendesk.com>
To: Sean M Vandenberg <sean.m.vandenberg@gmail.com>

Tue, Apr 22, 2025 at 10:33 AM

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 370590. 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.



### **Sheleah Wilson** (Ollie's Customer Service)

Apr 22, 2025, 10:33AM EDT

Hello Sean,

Thank you for reaching out to us!

I have forwarded your request to the appropriate team and they will reach out to you within 48 hours (excluding weekends and holidays).

If you do not hear anything back by Thursday, please reply to this email and we will escalate your request.

370590



Nasdaq Listed - OLLI

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Sheleah W.

Customer Service Representative



### Sean M Vandenberg

Apr 21, 2025, 1:31PM EDT

I was able to get the SKU and price (thank, God), from my favorite manager, Eric, at store 221:

SKU: 552408Price: \$12.99



### Sean M Vandenberg

Apr 21, 2025, 1:22PM 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): anytime from 2022-2024

Cost of item: \$12.99 - \$14.99 (cannot remember exactly); UPC: 883309447185

Cost of total Transaction: unsure

Store location (# or city): unsure

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

If Credit: likely - 5456 - or - 2173 - or - 3788 - or - 0966

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

[9E64WV-0ZPEJ]

Ollie's Customer Support <support@ollies.zendesk.com>
Reply-To: Ollie's Customer Support <support+id9E64WV-0ZPEJ@ollies.zendesk.com>
To: Sean M Vandenberg <sean.m.vandenberg@gmail.com>

Tue, Apr 22, 2025 at 10:55 AM

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 370590. 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.



## Sheleah Wilson (Ollie's Customer Service)

Apr 22, 2025, 10:55AM 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! [Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

#### 2 attachments



Order - 2025-04-22T102627.656.pdf 63K



SKU 442408.pdf

123K

**Sean Vandenberg** <sean.m.vandenberg@gmail.com>
To: Ollie's Customer Support <support+id9E64WV-0ZPEJ@ollies.zendesk.com>

Tue, Apr 22, 2025 at 6:22 PM

Hi Sheleah.

Thank you so much for the reply. I believe the attached sales order may have been for another customer—this one references Ollie's Army #15751806.

Would you mind double-checking and resending the version linked to my Ollie's Army #: 18019508

I really appreciate your help, and I apologize for the repeated requests lately.

Best regards, Sean Vandenberg

[Quoted text hidden]

Ollie's Customer Support <support@ollies.zendesk.com>
Reply-To: Ollie's Customer Support <support+id9E64WV-0ZPEJ@ollies.zendesk.com>
To: Sean M Vandenberg <sean.m.vandenberg@gmail.com>

Thu, Apr 24, 2025 at 8:41 AM

Hello from Ollie's Customer Service Team.

Customer Service recently updated your request 370590. 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.



### **Sheleah Wilson** (Ollie's Customer Service)

Apr 24, 2025, 8:41AM 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!

370590



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Sheleah W.

Customer Service Representative



### Sean M Vandenberg

Apr 22, 2025, 6:22PM EDT

Hi Sheleah,

Thank you so much for the reply. I believe the attached sales order may have been for another customer—this one references Ollie's Army #15751806.

Would you mind double-checking and resending the version linked to my Ollie's Army #: 18019508

I really appreciate your help, and I apologize for the repeated requests lately.

Best regards,

Sean Vandenberg



## Sheleah Wilson (Ollie's Customer Service)

Apr 22, 2025, 10:55AM 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!

370590



Nasdaq Listed - OLL

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Sheleah W.

Customer Service Representative

Attachment(s)

SKU 442408.pdf

Order - 2025-04-22T102627.656.pdf

[Quoted text hidden]

[Quoted text hidden]





SEAN VANDENBERG 1927 BURGESS HILL CIR W JACKSONVILLE, FL 32246-4087

**United States** 

Phone Number: (301) 5023865

# **Sales Order**

Date Ordered March 30, 2024

Order # 0043624033000106365

Store # 00436

Register # 1

Transaction # 6365

Ollie's Army # 18019508

Current Status Completed

**Payment Methods:** 

**Customer PO:** 

**Shipment Tracking number:** 

Product	Note Description	Qty	<b>Qty Received</b>	Qty B/O	Unit Price	Adjustment	Sub Total
543602	MONOPOLY FORTNITE	23.000000			\$5.00	(\$11.50)	\$103.50
550932	ALIEN TAPE 3PK 10FT	7.000000			\$7.99	(\$5.59)	\$50.34
550933	ALIEN TAPE PRE-CUTS 48PCS	22.000000			\$7.99	(\$17.58)	\$158.20
552128	2.1 OZ MRBEAST CHOCOLATE BAR	30.000000			\$0.79	(\$2.37)	\$21.33
552128	2.1 OZ MRBEAST CHOCOLATE BAR	30.000000			\$0.79	(\$2.37)	\$21.33
552128	2.1 OZ MRBEAST CHOCOLATE BAR	30.000000			\$0.79	(\$2.37)	\$21.33
552408	25.6 OZ BIOSTL WHEY PROT VAN	9.000000			\$12.99	(\$11.69)	\$105.22
509458	10.1 OZ HF SH WNEC PEAR	30.000000			\$1.99	(\$5.97)	\$53.73
514425	MONOPOLY TRANSFORMERS COLLECTO	11.000000			\$4.99	(\$5.49)	\$49.40

ASIN B0B7YW6K3K - BioSteel Sports 100% Whey Protein Powder Supplement

<b>Total Other Order Adjustments</b>	(\$64.93)
Items SubTotal	\$584.38
Total Sales Tax	\$0.00
<b>Total Shipping and Handling</b>	\$0.00
Total	\$584.38

**Payments Received:**