

Exclusion catalogue

Trusted Shops does not offer services to companies whose product or service range is illegal or undesirable in terms of the Trusted Shops' business policy. Conclusion of a contract for Trusted Shops services is subject to compliance with this exclusion catalogue.

I. Basic principle

Products or services that may clearly not be legally offered for sale, or for which it is not clear whether they may be offered legally or which are otherwise likely to deceive or harm consumers, violate the rights of third parties or endanger the reputation of Trusted Shops are excluded.

II. Product categories

This includes in particular, but is not limited to, the following offers:

1. Products and services related to nazism, racism or discrimination

Discriminatory depictions or articles that display a nazi or other discriminatory sentiment, e.g. articles with swastikas, German Reich war flags, blackfacing, anti-LGBTQ articles, etc.

2. Weapons and ammunition

Weapons and objects equivalent to them, e.g. rifles, pistols, weapons of war, shooting pens, butterfly knives, nun chakus.

3. Replica weapons

Deceptively real-looking imitations of firearms, eg. replicas of revolvers, pistols or rifles, airsoft weapons and paintball guns etc.

4. Counterfeit products, products that violate the protection of species

Products whose sale violates intellectual property rights or species protection, e.g. real furs, protected animal species, product imitations and counterfeits.

5. Drugs and other products that pose a health risk

Illegal drugs, e.g. cocaine, heroin or illegally offered cannabis as well as other psychoactive substances offered for the purpose of intoxicating consumption, such as legal highs, kratom, chlorine dioxide solutions (CDS/CDL), ayahuasca.

6. Gambling that is not clearly permitted

All types of games of chance which have not received the appropriate permission by the authorities in accordance with the law or whose offer is not permitted beyond doubt, e.g. online casinos, online bets and lotteries etc.

7. Dubious financial services or rights

Financial products without clear authorisation of the provider or the product, such as cryptocurrencies, NFTs or grey capital market offers, as well as offers to purchase plots of land and similar rights in outer space, e.g. plots of land on the moon, sale of stars, naming stars

8. Pornography and problematic erotic products

Pornographic offers or erotic items that are undesirable in terms of the business policy, e.g. products for practising extreme BDSM variants, childlike sex dolls, etc.

9. Certificates, IDs, academic papers and degrees

Official identity documents (stolen, real or forged), false certificates or qualifications, e.g. doctor's degrees, ghost-writing of theses, etc.

10. Fake reviews, malicious software, accounts etc.

Selling reviews, likes and followers, selling private data without a clear legal basis according to data protection law, gaming account sharing and boosting, software suspected of illegally spying on data.