

## Pirated Items in our Libraries

Shopping online can be difficult. Even though stores like Walmart and Best Buy make shopping so simple in person, they sell much more than their own merchandise online.

There are many websites that host “third party sellers,” but Bestbuy.ca, Walmart.ca and, of course, Amazon.ca, are three of the largest. Third party sellers are private citizens and companies (big and small) that sell their products on these sites without having their products in the inventories of the host stores. The lines can be fuzzy sometimes, because, for example, even though an item might *not* be something that Walmart sells (even though you bought using their website), you can sometimes return those items to a brick-and-mortar Walmart store directly. However, it’s third-party sellers that sell pirated DVDs and other items - host stores would get in a lot of trouble if they were found to be selling pirated items.

Things to look for when you are purchasing DVDs from websites that host third party sellers:


1. There are many different price listings. This screenshot shows the same title (all DVDs) with eight different prices:

The screenshot shows the Walmart Canada website search results for "mandalorian dvd". The search results are sorted by "Best Match" and show 14 results. The results are displayed in a grid format with product images, titles, prices, and "Add to cart" buttons. The prices range from \$19.99 to \$52.50. One result is marked as a "Reduced price".

Product Title	Price
The Mandalorian Season 1-2 DVD	\$52.50
The Mandalorian Season 1-2 DVD	\$52.50
The Mandalorian Season 1 & Season 2, DVD	\$44.50
The Mandalorian Season 1 & Season 2, DVD	\$42.50
The Mandalorian Season 1-2 [DVD]	\$51.50
Star Wars: The Mandalorian DVD 1-2	\$46.50
Mandalorian Season 1 & 2 (DVD) - English Only	\$19.99 (46)
The Mandalorian: The Complete Series 1-2 DVD	\$47.50
The Mandalorian Season 1-2, DVD Action Sci-Fi...	\$47.50
S.W. Mandalorian. 1and2 Season [DVD] Complete...	\$129.99

2. It's an extremely popular title but it isn't available for purchase in any stores:

This is for *The Mandalorian* (the two-season DVD):

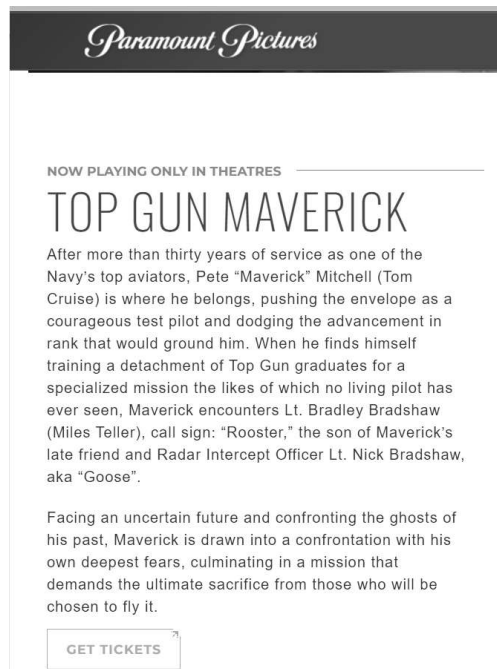
<b>Find in-store</b> 		
Where can you get it?	Is it available?	What is the price in-store?
Please note, this item is only sold online.		

3. You've looked on the web, and it isn't clear if a title has been released on DVD/Blu-ray.

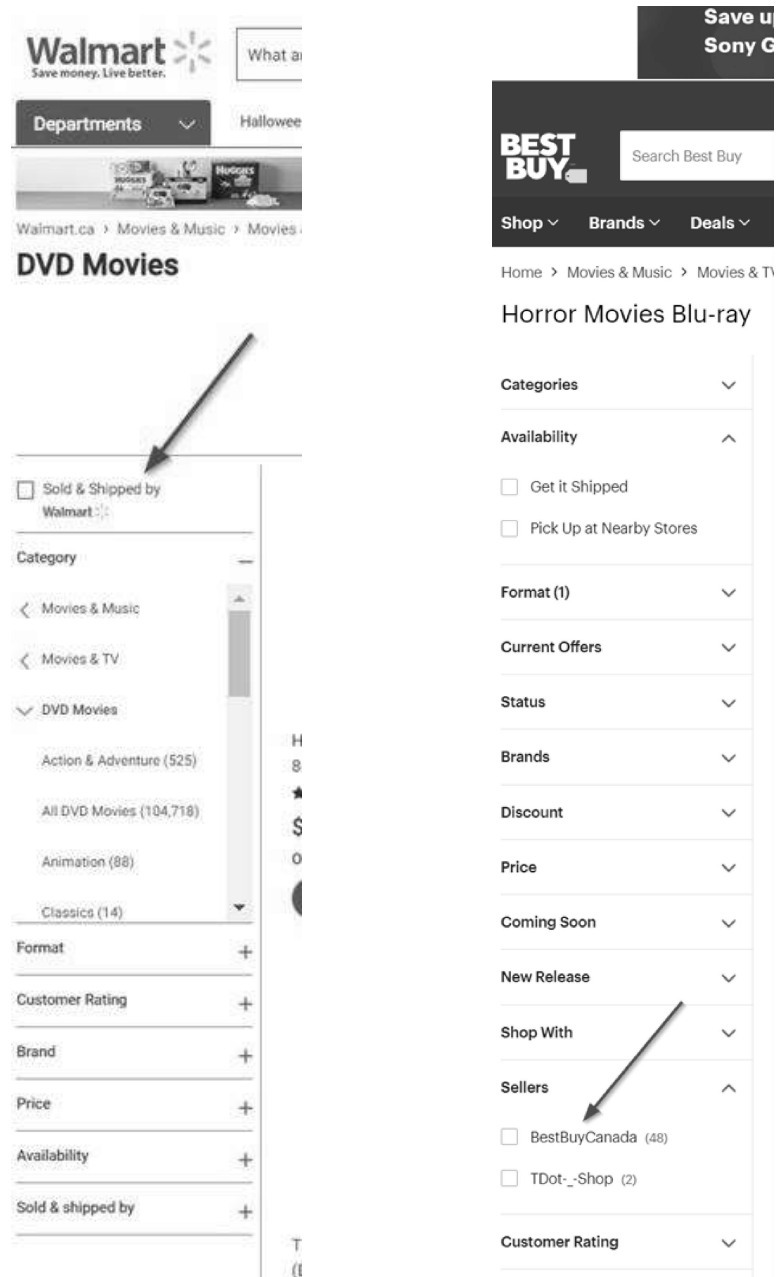
***What can you do to avoid buying pirated materials?***

There are a few easy things you can do to catch pirated materials before you hit “Add to cart”:

1. Research release dates by going to the distributor’s webpage (Paramount Pictures, Sony Pictures, etc.). For example, at the time of writing this document, *Top Gun Maverick* is for sale on Amazon.ca for a variety of prices. However, on Paramount Pictures website, they say it’s only in theatres:



2. Narrow your search on third party sites to list only the items sold by the host store (like Walmart or Best Buy). Sometimes you have to look around for the option because it can be buried. There are two examples shown below. One is Walmart, which puts its option at the top of its left-hand menu. The other is Best Buy, and they list the option further down the left-hand menu (you have to manually open the “Sellers” tab).



When shopping on Amazon.ca, it's trickier to decipher what is being sold and shipped by Amazon from what is just being shipped by Amazon, and then again from what is just listed on Amazon (and being both sold and shipped by someone else completely). *We recommend going with items that are both shipped and sold by Amazon.*

3. The more information listed with the item, the better. Even though it doesn't mean that the information is automatically correct or true, it's more likely to be legitimate.

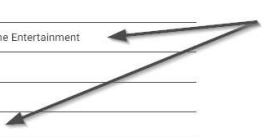
Here is a screenshot from Walmart.ca for Rogue One (sold and shipped by Walmart). All fields have information and the brand and studio both look legitimate:

Specifications	
BoxedSet	No
Cast	Felicity Jones, Diego Luna, Ben Mendelsohn, Donnie Yen, Mads Mikkelsen, Alan Tudyk, Jiang Wen, Forest Whitaker.
Clearout Deal	No
Director	Gareth Edwards
English rating	PG
Format	Blu-ray + DVD, Digital download
Genre	Action & Adventure
Language	English
Quebec rating	G
Release date	04/04/2017
Run time (minutes)	133.0
Studio	Buena Vista Home Entertainment
Subtitles for the Hearing Impaired	Yes
Widescreen	Yes
Brand	Disney
Product Identifiers	
Walmart Item #	31337151
SKU	6000196818818
UPC	78693685231

[Show less](#) ^


**Rogue One: A Star Wars Story (Blu-ray + DVD + Digital HD)**  
Disney  
★★★★☆ (16)  
**\$24.96**


Quantity:  1



Compare to The Mandalorian (Walmart.ca):

## Specifications

Battery Size	Other
Clearout Deal	No
League	N/A
Material	N/A
Power type	N/A
Preloaded Apps	N/A
Shape	N/A
Waterproof	N
Wireless Connectivity	N/A
Brand	CCEE 
Product Identifiers	
Model #	CCEE
SKU	4DBZ863UDIUV
UPC	71986806980

[Show less](#) 

### ***An item has come through my library, and I think it's pirated. How can I be sure?***

It's getting more and more difficult to identify pirated DVDs and Blu-ray. Don't be embarrassed if you accidentally bought one for your library. The staff at NLLS also try to check for pirated items, and they sometimes slip through us as well. If you receive an item, either because you purchased it or a patron put a hold on another library's item, and you suspect it may be pirated, here are some notes that may help you identify it as pirated:

- The disc may not have any regional code, or say "All" for the region (Canada and the US are Region 1)
- The sound/visual quality of the disc may be poor
- The cover may be poorly printed, or contain some incorrect information
- The disc may look different from the cover, or the disc is missing information
- The disc may not play properly, some menu functions may not work, or the menu may be different from what it should be

Regardless whose item it is, contact NLLS immediately, because we will have to let the other systems know that there are copies circulating. We'll then withdraw the item (or have you withdraw your own) and cancel the holds. If the item belongs to a library in another system, we will contact that system to let them know, and they will contact the pertinent libraries.