

# Cozy Glow Ltd.

Cozy Glow is a member of eBay's Verified Rights Owners (VeRO) Program. Cozy Glow Ltd. (Cozy Glow) is a British global manufacturer and retailer company that produces scented candles, reed diffusers, room sprays, home fragrance, cosmetics and bath products.

Cozy Glow Ltd. (Cozy Glow) is a British global manufacturer and retailer company that produces scented candles, reed diffusers, room sprays, home fragrance, cosmetics and bath products. As an industry expert in scented products, Cozy Glow is committed to continuous investments in research and development. Cozy Glow strictly enforces its intellectual property rights, including but not limited to its trade names, trademarks, service marks and copyrights associated with Cozy Glow, embody the goodwill and reputation we have developed in the marketplace and are valuable and critical assets of our business. This intellectual property is utilised in connection with the retail operations of Cozy Glow and Cozy Glow retail stores and e-commerce operations at cozyglow.co.uk.

## **Our Mission**

- Protect our customers from counterfeit product listings and listings not intended for sale in regions or countries where the product has not been approved for sale by local government authorities.
- To diligently protect the Cozy Glow brand, our reputation and consumer goodwill.
- To conform to government and regulatory policy and ensure that goods meet the standards required for customer purchase and consumption in the region sold. Cozy Glow markets a variety of products and resources for businesses committed to the highest standard of quality. In particular, we have focused our attention on providing products that are 100% natural.

Cozy Glow owns trademarks and copyrighted products worldwide. We are determined to protect our intellectual property rights in the most efficient way possible. Consequently, we have developed the following guidelines to help ensure users do not infringe upon the intellectual property rights of Cozy Glow.

## **Unauthorised Use of Cozy Glow's Intellectual Property**

Trademark laws require that a trademark owner prevent unauthorised or potentially confusing uses of its trademarks. This is to ensure that customers are not confused and to avoid the disparagement of a trademark owner's name and reputation. We take infringement seriously. Accordingly, we carefully monitor and diligently protect our intellectual property.

**You may not use or copy intellectual property (including our trademarks, logos and copyrights) without our written consent.**

## **Trademark Infringement**

Cozy Glow is the legal owner and proprietor of the Cozy Glow trademarks. Cozy Glow is entitled to take legal action against any unfair use of our intellectual property, rightfully and lawfully, and to prohibit others from using our trademarks in connection to the same or

similar goods and/or services being offered in regard to the same or similar products and/or services being provided in jurisdictions covered by our trademarks.

Unlawful use of Cozy Glow trademarks risks exposing our consumers to products which have not been subjected to our rigorous quality control and testing processes, and damages our reputation for quality and reliability that we have cultivated over a number of years. For these reasons, we take any unauthorised use of our trademarks seriously, and any infringing listing may be reported.

### **Copyright Infringement**

Cozy Glow owns copyrights in photographs and other images displayed on our official Cozy Glow websites or in authorised published marketing materials. Cozy Glow operates primarily from the official site located at [cozyglow.co.uk](http://cozyglow.co.uk), from which it is unlawful to use, without prior authorisation, any copyrighted materials (including, but not limited to, photographs and other images found on the Cozy Glow website) without permission may be breaching Cozy Glow's intellectual property rights, which may in turn lead to listings being reported and appropriate action taken for copyright violations.

### **False Warranty**

The limited warranty on Cozy Glow's products is transferable to other purchasers but is only valid with proof of purchase from Cozy Glow or an authorised dealer. If sellers do not provide proof of purchase from a licensed dealer, they cannot claim to offer a Cozy Glow manufacturer's warranty.

### **To Buyers:**

Cozy Glow is committed to providing quality solutions. Most of our products are subject to buyer/seller restrictions required by local laws and regulations in most countries. We sell our products through a secured supply chain. Cozy Glow does not guarantee products purchased through unauthorised dealers, nor will we honour promotions or returns from unlicensed dealers. The only way you can be sure that you are buying genuine and compliant products is to buy from one of its authorised dealers.

### **To sellers:**

Cozy Glow does not tolerate sales of counterfeit and non-compliant products. Cozy Glow may request to remove listings for any one of the following reasons:

- Sale of fake Cozy Glow products.
- Use of Cozy Glow trademarks or copyrighted materials without authorisation.
- Sale of Cozy Glow products that breach local regulatory requirements.

### **Frequently Asked Questions**

#### **Why was my listing terminated?**

Most likely, your listing was removed by Cozy Glow for one of the following reasons:

- Offer for sale of counterfeit Cozy Glow products.

- Unauthorised use of Cozy Glow copyrighted images.
- Unauthorised use of Cozy Glow copyrighted text.
- Shipment policies in violation of Cozy Glow international trade agreements.
- Misrepresentations about the Cozy Glow warranty.

Cozy Glow regularly monitors the internet, to protect its rights. As part of that effort, Cozy Glow will notify of listings containing the unauthorised use of Cozy Glow intellectual property.

### **Why was my listing singled out when there are other infringing**

#### **listings of Cozy Glow merchandise?**

Cozy Glow is working diligently to ensure that all unauthorised use of its intellectual property are removed. While we intend to remove all counterfeit and unapproved products, listings are added at a rate and volume which can be challenging to monitor.

### **I found all the Cozy Glow images featured in my listing on cozyglow.co.uk. Can't I use these pictures to sell Cozy Glow products?**

No. Any unauthorised copying of Cozy Glow images is against the law.

For specific questions regarding Cozy Glow policies that are not answered above, or if you find a listed item that you suspect is counterfeit or unauthorised, please contact us at [legal@cozyglow.co.uk](mailto:legal@cozyglow.co.uk).

### **How does one tell the difference between counterfeit and genuine product?**

The counterfeits that we have discovered are more inferior quality and do not perform as well as genuine Cozy Glow products. Visually, however, it is tough to tell genuine products apart from counterfeits. Cozy Glow's intellectual property enforcement team has found distinctions between counterfeit and genuine products, but we are unable to publicly disclose this information as it would make it easier for fake products. Much of the information on these sites is incorrect, and many of the sites are hosted by sellers of counterfeit goods. The only way to be certain that a product is genuine is to buy from Cozy Glow or one of its authorised dealers.

### **How can I tell if the item I offered or purchased is real?**

The only way you can be sure that you are buying genuine Cozy Glow products is to buy from Cozy Glow ([cozyglow.co.uk](http://cozyglow.co.uk)) or one of its authorised dealers. You may also call Cozy Glow customer service (+44 20 3697 0273) to ensure that you are purchasing an authentic Cozy Glow product from an authorised Cozy Glow reseller.

### **Links**

Report piracy to Cozy Glow: [cozyglow.co.uk/contact](http://cozyglow.co.uk/contact)