

# Ultra Glow Cosmetics LTD

Ultra Glow Cosmetics Limited is home to the longest established and admired independent British make-up colour and beauty innovation brands.

## **Our brands:**

- ULTRA GLOW
- BEAUTY WITHOUT CRUELTY
- BWC
- CROWES CREMINE
- LIPSTAINS GOLD/COLOR S
- MAGIC LIPS
- YOUNG & PURE

The business trade names, trademarks, designs and unique beauty formulations are important and valuable business assets. Our trade name, brands and logos help customers identify the source and reputation of our products worldwide and distinguish us from our competitors.

The business does not allow use of its trade name (company name), trademarks (brand names), designs or logos to describe products that are not made by us. Such use of our intellectual property is misleading to customers and an infringement of our rights.

Cosmetics are not suitable for sale as a used/tampered item. Resale of an unused item is subject to European cosmetics regulations which specify provision of ingredients and “best before” guidelines. Since problems can arise related to the manner in which a product has been handled (temperature, period of time stored) our returns policy is restricted to product sourced directly from us or one of our authorised retailers.

eBay are committed to helping protect the intellectual property rights of rights owners. For this reason eBay have created the Verified Rights Owner (VeRO) Programme. Ultra Glow Cosmetics Limited is a member of the VeRO Programme and this allows us to report and remove listings that infringe our rights. Additionally, if required, we are able to gain access to user’s personal seller information.

We monitor eBay in order to identify and remove sellers/products which we believe infringe our rights. We view protection of our intellectual property rights as an essential element in protecting our customers and reputation. We take action, as and when necessary, against users manufacturing, selling, or advertising for sale counterfeit products or goods not authorised to be sold in Europe.

## **INFORMATION FOR THE BUYER**

Counterfeit products can often be presented in a way that makes it difficult for buyers to tell whether the products on sale are genuine. However, all cosmetics are sold under strict European Regulation and are required to carry batch coding to determine date of manufacture as well as a full ingredient listing. Requesting batch code and ingredient information where suspicions are aroused is one way of checking authenticity. However, the only way to ensure that an Ultra Glow Cosmetics product is genuine is to buy direct from us

at [ultraglowshop.com](http://ultraglowshop.com) or from any of our authorised retailers. If in doubt please call us on +44(0)1473 271500 or email [compliance@ultraglow.co.uk](mailto:compliance@ultraglow.co.uk)