



Vintorio is a member of the eBay VeRO program, and strictly enforces proper use of our trademarks and service marks. We will take all appropriate actions, where necessary, to fully protect our rights.

Vintorio is a wine accessories brand that sells bar, kitchen, and wine tools and glassware. Our products include the Vintorio Wine Aerator Pourer, Vintorio Waiter's Corkscrew, Vintorio Horak Soju Aerator, Vintorio Omni Wine Aerator, GoodGlassware Champagne Flutes, among others.

Vintorio is committed to protecting the reputation of its brand and helping protect consumers from imitation products that attempt to capitalize upon Vintorio's goodwill and reputation. To help protect our brands, we monitor eBay and maintain active membership in the Verified Rights Owners program (VeRO). The VeRO program enables us to request that eBay remove listings for products that infringe our trademarks or other intellectual property rights.

Vintorio trademarks and service marks are protected under U.S. and international trademark laws. Vintorio is the exclusive owner of numerous valuable trademark rights that are used in association with a wide variety of products that Vintorio sells throughout the world. Consumers recognize the value and quality of our products based on the mark associated with the product. We have recently seen many counterfeit Vintorio products for sale on eBay and other ecommerce sites. These products infringe Vintorio's trademarks and selling these products can result in liability for damages and serious criminal penalties (up to 10 years in prison and/or up to \$2 million in fines in the United States).

The textual, photographic, video and other multimedia products published and produced by Vintorio or its licensees on vintorio.com, vintorio.co.kr, or elsewhere are protected under U.S. and international copyright laws. Anyone who, without Vintorio authorization, produces, copies, distributes, or displays Vintorio copyrighted materials is liable for copyright infringement.

Warranty Notice

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

Questions? Contact us at support@vintorio.com

Seller Notice

FREQUENTLY ASKED QUESTIONS

Why was my auction terminated?

Most likely, your auction was removed from the eBay website by Vintorio for one of the following reasons:

Offer for sale of counterfeit Vintorio products:

- Unauthorized use of Vintorio copyrighted images
- Unauthorized use of Vintorio copyrighted text
- Shipment policies in violation of Vintorio international trade agreements
- Misrepresentations about the Vintorio warranty

No eBay users should ever represent themselves as an authorized dealer because Vintorio's authorized partners are not permitted to sell our products directly on eBay.

Why was my auction listing singled out when there are other infringing auctions of Vintorio products on eBay?

Vintorio is working diligently to ensure that all unauthorized uses of its intellectual property are removed from the eBay website. While it is our intent to remove all counterfeit and unauthorized product from eBay, listings are added at a rate and volume which can be difficult to monitor.

What if I did not know that my item was counterfeit?

As a seller, it is your responsibility to ensure that the items you list for sale are authentic.

Can I legally sell a counterfeit product if I identify the product as "Replica," "Like", "Inspired by", "Fake", or a "Knock Off"?

No. The manufacture, distribution, advertising for sale and/or sale of counterfeit goods is illegal and carries criminal penalties and civil liability in the U.S. and other countries. A disclaimer about the authenticity of goods does not shield you from liability.

I found all the Vintorio images on vintorio.com or an Amazon listing for Vintorio. Can't I use these pictures to sell Vintorio products on eBay?

No. Any unauthorized copying of Vintorio images is against the law. For specific questions regarding Vintorio policies that are not answered above or within eBay Community Standards, or if you find an auction item that you suspect is counterfeit or unauthorized, please contact us at support@vintorio.com.

Buyer Notice

Vintorio does not sell any products on eBay and therefore cannot guarantee the authenticity, quality, or condition of any Vintorio item sold on eBay. Vintorio products purchased through eBay are not covered under our return policy—so, your sole recourse as a buyer will be from the third-party seller, not Vintorio. While we appreciate that a seller may resell goods not knowing that they are infringing on our trademarks or intellectual property rights, it is important that we treat all sellers consistently. We do this to protect our consumers from buying infringing products and to maintain the trust and reputation that Vintorio works hard to have with consumers.

FREQUENTLY ASKED QUESTIONS

I bought the product from eBay so assumed it must be genuine.

Vintorio cannot guarantee the authenticity of any Vintorio item sold on eBay. Vintorio does not sell or distribute products on eBay. If you purchased the product from another eBay seller, we suggest you contact eBay directly about this seller and leave feedback on the site.

I bought the product in good faith from eBay. Can Vintorio provide me with a refund?

Vintorio is not a seller or distributor of its brands via eBay. If you believe you may be entitled to a refund as the result of an imitation product, please contact eBay/PayPal directly. In addition, the Vintorio warranty does not apply to counterfeit products.

I only want to buy genuine Vintorio goods. How can I be sure I am doing this?

If any Vintorio products are being sold online for less than the stated price in the market, it may indicate a counterfeit. Vintorio cannot guarantee the authenticity of any Vintorio item sold on eBay.

