

Buyer Beware of Toner Pirates



Toner Pirates will usually try to trick your company into giving them information about your copier. They will mislead you into thinking you are dealing with your local copier company. They will make several calls to your business, gathering bits of information each time. Typically they will deal with employees not used to ordering supplies, or not familiar with the office machines.

Train Your Staff: Train all your employees who answer the telephone or who provide maintenance or support services. If your employees are not familiar with certain callers, advise them to say something like, "I am not authorized to order anything. You will have to speak to the person in charge of ordering supplies and get a purchase order." Or "The person you will need to speak with is unavailable may I take a message."

If you are a customer of **Jay's Business Systems, Inc.** with a **COST PER COPY CONTRACT**, we will not call you about ordering toner! We wait for you to call us when you put your last toner bottle in the machine. We will process your order that day and either deliver or ship out UPS.

How to recognize a toner pirate:

1. Beat the price increase
2. Offer expiring today
3. Last remaining in stock

Also look for:

1. No way to contact them back
2. No company information can be sent through the mail
3. All orders are C.O.D
4. No references

Some of the cons are as follows:

The case is only a case of one toner;
The toner is only 5 ounces instead of the usual 16 ounces;
The toner is generic instead of OEM toner

“According to the National Office Products Association more than \$50 million every year is pirated from innocent consumers.”

What to do if you are victimized.

- If possible do not accept delivery of unordered merchandise
- If you have already accepted the shipment, send the shipper a certified letter with return receipt requested, demanding proof of your order. If there is no valid proof, inform the sender that unless the merchandise is picked up within thirty days, you will dispose of it. By giving the sender an opportunity to recover the merchandise, you invalidate any claim that you accepted an offer of sale merely by keeping the shipment.

- If an invoice for the unordered merchandise arrives, withhold payment and do not use the merchandise. If the firm fails to respond to your letter, contact your Better Business Bureau for assistance.
- Don't let toner and supply pirates con you and your business out of time and money. Have you ever gotten one of those annoying phone calls, at just the wrong time, from someone offering you incredible deals on toner, paper and other supplies? They tell you that they have a one time deal, quote you a price that seems too good to be true and pressure you to make a decision over the phone because there is a limited stock on hand and they have lots of other people interested. These con artists or supply pirates as they are called, quote you prices that seem too good to be true and usually are.

Arm Yourself Against Toner Pirates:

- Make sure all of your employees are aware of your copier contracts
- Only do business with reputable dealers.
- Never feel pressured to purchase anything on the spot
- Know the contact person at your supply company. Pirates often pretend to be from your regular dealership.
- Contact your local Better Business Bureau.
- Never give the make and model of any of your office equipment over the phone unless you are sure the person speaking with you is from a local and legitimate company like us.

- Always get a number to call the person back to confirm the order.
- Never sign for or accept any shipment you did not order.
- Have ONE person in charge of ordering toner and supplies.
- Please remember to always use clear judgment on all of your purchases and remember... "Buyer Beware".