

# Customer Protection Package

*How to make sure you are receiving  
genuine supplies*

We are committed to providing the best office equipment supplies in the industry. Due to fraudulent telemarketing practices, you may receive telephone calls from “toner pirates” offering you special prices on supplies. In the long run, these supplies can cost you more money than you think. Enclosed is some important information about fraudulent telemarketers which will help you when deciding whether or not a caller is legitimate.

Included are the following:

- ✓ **How you can avoid becoming a victim**
- ✓ **Eight ways to spot a phone scam**
- ✓ **Who to contact if you suspect a violation of the law**
- ✓ **How *toner pirates* operate**
- ✓ **Sample letter to revoke products**
- ✓ **Do's and Don'ts**