

Toner Phoner Facts

Supplies Telemarketing Fraud

Related Links

[Better Business Bureau](#)

File a complaint against companies using deceptive business practices.

[Federal Trade Commission](#)

The FTC works for consumers to prevent fraudulent, deceptive and unfair business practices, and provides information to help consumers avoid them.

[Call for Action, Inc](#)

An international, nonprofit network of hotlines dedicated to individual and small business to help resolve problems with businesses, government agencies and other organizations.

[Imaging Supplies Coalition](#)

A nonprofit trade association of original equipment manufacturers of consumable imaging supplies.

How Toner Phoners Operate

Toner Phoners are telemarketers who misrepresent themselves as Xerox sales staff or as authorized Xerox representatives. They may have information about your Xerox equipment. This deceptive practice is not new. According to the Federal Trade Commission, office supply fraud costs victims an estimated \$200 million per year. Below are several examples of common supplies telemarketing fraud schemes.

Invoice for goods not ordered: In this situation, a caller attempts to obtain the name and address of an employee. Supplies are then shipped and the business is billed for the unordered goods or services. These invoices are often for higher amounts than the normal supplies pricing.

Misrepresentation: A caller may present themselves as your regular supplier by using general statements. The purpose is to convince you to agree to reorder without questioning price, quantity, or brand. The product shipped may not be genuine Xerox supplies and the in-

voice is often for an amount higher than the normal supplies pricing.

Free gift: In this situation, the caller convinces an employee to accept a free gift. The employee may receive the gift but the company is also shipped unordered merchandise and associated invoices.

Telemarketers often employ aggressive collection efforts. However, you may not be obligated to pay for goods received under these circumstances. Refer to the tips below for ways to protect your business.

Genuine Xerox Supplies



To order Genuine Xerox Supplies, call 1-800-822-2200 or order online at www.xerox.com

Protecting Your Business

There are several ways you can protect your company against telemarketing fraud.

- File a complaint with the [Federal Trade Commission](#).
- Designate specific people in your organization responsible for ordering supplies for your Xerox equipment.
- Before paying invoices, confirm that the supplies were ordered, the pricing is correct, and the product has been delivered.
- When contacted by someone selling supplies, ask for the person's name, company name, and call back number. Be wary of anyone who refuses to provide this information.
- If a supplier misrepresented their company or the goods, write the company a letter explaining why you are disputing the bill.
- Don't be pressured into paying. Fraudulent companies often use threat of collection or legal action to get payment. The related links above contain resources for dealing with these situations.
- For further information contact Xerox Corporate Security at 1-888-434-2020.