

Toner Phoner Facts

Supplies Telemarketing Fraud in Canada

Related Links

[Better Business Bureau](http://www.bbb.org/canada/)

<http://www.bbb.org/canada/>

File a complaint against companies who use deceptive business practices.

[Federal Trade Commission](http://www.ftc.gov/bcp/edu/microsites/supplies/)

<http://www.ftc.gov/bcp/edu/microsites/supplies/>

The FTC provides information to help consumers from being caught by most fraudulent, unfair or deceptive business practices.

[Call for Action, Inc.](http://www.callforaction.org/)

<http://www.callforaction.org/>

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](http://www.callforaction.org/)

<http://www.callforaction.org/>

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

[Canadian Anti-Fraud Centre](http://www.antifraudcentre.ca)

<http://www.antifraudcentre.ca>

Consumers can report all types of fraud to this site or to 1-888-495-8501.

How Toner Phoners Operate

Toner Phoners are telemarketers who misrepresent themselves as being Xerox sales staff or as an authorized Xerox representative. They may probe you for 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 some 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 a company employee. Supplies are then shipped and the business is billed for the unapproved goods or services. These invoices are often for amounts higher than the normal supplies pricing.

Misrepresentation: A caller may present themselves as your regular supplier by using general statements. Their 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 invoice will often be for amounts higher than the normal Xerox 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 will be shipped unordered merchandise as well as an associated financial invoice.

Taxes: Companies that do not invoice applicable taxes is one indicator that the business may not be a registered Company. Do they have a Tax registration number?

Telemarketers often use very aggressive collection methods. However, you may not be obligated to pay for goods received under their false pretences.

Genuine Xerox Supplies



To order Genuine Xerox Supplies, Canadian customers can call 1-800-668-0199

Protecting Your Business

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

- File a complaint with the [Federal Trade Commission](http://www.ftc.gov/bcp/edu/microsites/supplies/).
- Designate specific key people in your organization to be responsible to order Xerox supplies for your equipment.
- Before paying invoices, confirm that the supplies were actually ordered, the pricing is correct, and the product has been actually delivered. Be aware of any phony invoices.
- When contacted by someone selling supplies, ask for the person's name, company name, and their call back number. Be wary of anyone who refuses to provide this information.
- If a supplier misrepresented their company or the goods being offered for sale, write the company a letter explaining there is misrepresentation and 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.
- In Canada, consumers can report issues to the Canadian Anti-Fraud centre 1-888-495-8501. www.antifraudcentre.ca