

Check list for companies buying printing supplies

Companies run the risk of damaging equipment and their organisation's reputation when using counterfeit printer supplies such as toners, cartridges and ribbons.



Counterfeits can damage printing equipment and cause unnecessary repair bills. Damaged printers also cause downtime and interruption in workflow.



Falling foul of counterfeits could damage your organisation's reputation.



They may result in poor quality printing and reduced paper yields, potentially increasing complaints, as well as harming the profitability of the business.



MICRO BUSINESSES AND HOME WORKERS:

There are thousands of micro businesses across the country and an increasing number of people working from home. Often purchases are made in small quantities and the best way to protect yourself is to follow some basic rules:



Buy from reputable channels only.



Be especially cautious when purchasing over the Internet and special offers from unknown vendors.



When you receive the products, check them for authenticity. Most ICCE members use authentication labels including holograms and on-line verification codes to assist consumers authenticate their product.



If you think there is a problem or you have suspicions, report it to ICCE or the OEM directly.



Remember, if the price is too good to be true, it often is.

LARGE CORPORATES AND GOVERNMENT PROCUREMENT:

Larger organisations tend to buy in greater quantities and therefore have more formal arrangements such as tenders and contracting processes in place. The principles that apply to small businesses and homeworkers above can also be employed for larger organisations and government procurement. However, there are additional precautions that can be taken:

Ensure that any tender documents or contracts with your suppliers stipulate:



Exactly which product and brand you are purchasing and that they have to be 'original'.



Certification from the vendor that all delivered items are 'genuine'.



That any counterfeit products found in any consignment will be formally reported to enforcement authorities.



No substitution to be allowed unless prior agreement has been sought from you, the customer.



Confirmation from the OEM to say that the supplier is a reputable vendor of original product.

If you believe a shipment contains some counterfeits, request a customer delivery inspection by the OEM. Some ICCE members offer free inspections.

How to identify a counterfeit

1

Ordering/tendering process:

- ✔ Avoid Internet advertised goods and promotions, as well as on-line marketplaces unless you believe the supplier is an established business with a fixed address, preferably in your own country.
- ✔ When the price looks too good to be true, it often is, so be careful.
- ✔ Get confirmation that the supplier is a reputable dealer or 'authorised vendor of original printer supplies'.
- ✔ When ordering know the exact name and make of the product you are ordering and ensure that any products you receive match that specification exactly.
- ✔ Ask the supplier to certify that all product is 'genuine'.

2

Receipt of Products:

Check the product using the guide.

<https://icce.net/corporate/#receipt>

3

Suspicious

Report your suspicions to ICCE or directly to the OEM.

<https://icce.net/corporate/#suspicions>

If you have a large order some OEMs offer a free inspection visit:

<https://icce.net/corporate/#request>