

What to do if you have become a victim:

Keep copies of faxes, invoices, or correspondence you may receive from these types of firms. The next step will be to contact the following agencies for assistance. It is important to take the time to report it; doing so will allow the authorities to track this type of poor business practices and shut there operations down!!!

#1: File a Complaint with the Missouri Attorney General’s Consumer Complaint Division

Website: <http://ago.mo.gov/consumercomplaint.htm>

Phone #: 1-800-392-8222

#2: File a Complaint with the Attorney General’s Consumer Complaint Division **in the State** where the fraudulent company is located.

#3: Contact your local Better Business Bureau.

#4: Send a written, documented complaint along with a copy of the invoice to:

BTA Staff Attorney
Suite 2100
222 S. Riverside Plaza
Chicago, IL 60606

Ms. Elena Paoli
Bureau of Consumer Protection
Federal Trade Commission
601 Pennsylvania Ave NW
Washington, DC 20580

Timely inspection of the goods is essential. Revocation must be within a reasonable period of time after discovery of defect, non-conformity or inflated price. If you choose to reject the merchandise, you must act within a reasonable period of time and give reasonable notice to sender. After rejection, do not exercise ownership over any commercial unit of goods.

Below, KOPI has provided a sample letter from the BTA, which you may customize and send to reject the merchandise. This must be done by certified mail, to ensure that the fraudulent company has been put on notice of your revocation. Please make sure to send copies of your letter and proof of delivery receipt with any claims filed with the above mentioned agencies.

Sample Letter to Revoke Goods

Dear _____:

I am the purchasing officer for (your company's name). We received (amount) of (toner or developer) from your company. Please be on notice that we are hereby revoking our acceptance of the delivery goods for the following reasons:

1. Misrepresentation of our normal supplier
2. Inferior quality of delivered goods
3. Quantity of delivered goods does not conform to the telephone conversation
4. The goods were never ordered
5. The goods were grossly overpriced

We require that you arrange to have the (toner or developer) picked up and returned to your business establishment. We will hold the shipment for pick-up within 30 days after your receipt of this letter. If the goods are not picked up within the time period, we will be forced to dispose of the goods.

Any future correspondence from your company to ours must be in writing. If you have (your company's name) on your records for any future orders, please cancel those orders as none have been made.

Sincerely,

Cc: BTA Staff Attorney
222 S. Riverside Plaza
Suite 2100 Chicago, IL 60606

Attorney General's Office (for both states)

Guidelines for How to Fight Back Against Fraudulent Telemarketers

Unordered Goods	Ordered Goods of Inferior Quality or Inflated Price	Ordered Goods Not Yet Received That Have Inflated Prices
<i>SHIPPED BY U.S. MAIL</i>	<i>SHIPPED BY U.S. MAIL</i>	<i>SHIPPED BY U.S. MAIL</i>
<ul style="list-style-type: none">• Certified letter to sender requesting proof of order.• If there is no proof of an order, then notify sender you are keeping the supplies as a gift.• If there is proof that the goods were ordered, see next column.	<ul style="list-style-type: none">• Inspect the goods.• Reject them as non-conforming to the contract, has defects or are overpriced.• Written notice must be sent to sender (certified, return receipt requested).• Hold goods for reasonable time, with reasonable care for seller to dispose of.	<ul style="list-style-type: none">• Inform seller that if more supplies are mailed, you will not accept the goods or take responsibility for their maintenance - this can be easily established by an additional sentence in your letter of rejection.
<i>SHIPPED BY PRIVATE SERVICE (I.E. UPS)</i>	<i>SHIPPED BY PRIVATE SERVICE (I.E. UPS)</i>	<i>SHIPPED BY PRIVATE SERVICE (I.E. UPS)</i>
<ul style="list-style-type: none">• Certified letter to sender requesting proof of order.• If no proof, then notify sender that unless picked up in 30 days, the goods will be disposed of or a storage fee will be charged.• If there is proof goods were ordered see next column	Same as Above.	Same as Above.