

# TONER PHONERS

Office Supply Sales by Deceptive Marketing

# Rhyme

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## The Scoop on Toner Scams

With the unlimited amount of phone calls and emails you receive a day it can be hard to keep track of who you talked to and what they do for you. Scammers take advantage of this and use it for their own benefit. You can't protect yourself if you are not aware of the variety of different schemes some people will throw at you. At Rhyme, we know this and that's why we want to ensure that your organization is aware of the potential scams that go on in our industry.

Toner and printer ink related schemes have been going on for years and we work with the Better Business Bureau (BBB) to make note of all the businesses doing this. We recently became aware of an organization that has been

soliciting some of our clients. On BBB's website, under Office Supply Sales by Deceptive Marketing, a complaint was filed against Distribution Service Center, phone number 888-639-8115. The scammer will call in hopes to receive a newer employee on the line that may be unaware of these practices. They will typically state they are from our warehouse and that there has been a price increase in our toners. If the information about the printer or machine model is provided they will send invoices and toners of low quality or even the incorrect type.

We want to ensure you that Rhyme won't ever call about our toners going up in price or ask about the serial/model number of your equipment.



## Protect Yourself

## Resources

WI Better Business Bureau

[wisconsin.bbb.org](http://wisconsin.bbb.org)

**KNOW YOUR SCAM**

**Your guide to outstanding top scams**

[wisconsin.bbb.org/scam-source/](http://wisconsin.bbb.org/scam-source/)

**Rhyme Office Supplies Catalog**

Order Online at [rhymebiz.com](http://rhymebiz.com)

**everything  
FOR THE WORKPLACE**

*Here are some ways you can protect your organization against toner phoners:*

- Make sure your staff knows who's in charge of ordering office supplies and that their correct vendor is **RHYME**. That way you will avoid confusion of who is supposed to order what and from where.
- Use common sense; if you gather all the facts (company name, website, phone number) you should be able to identify if something is real or not.
- If you receive any calls of this nature take the name of the representative down, phone number and any other information you're able to obtain. With this information we can make the BBB aware of the potential scammer.
- If you have been receiving a lot of sales calls recently, visit [www.nocall.wisconsin.gov](http://www.nocall.wisconsin.gov) to get your business on the "no call" list.

Call our office today at 800-362-4333 or contact us at [info@rhymebiz.com](mailto:info@rhymebiz.com)