Ricoh wants to help you protect your business and yourself from fraudulent telemarketers

Fraudulent telemarketers may represent themselves as a national manufacturer, distributor or supplier, or even mislead customers into thinking they are working with an authorized Ricoh representative. They may call several times to solicit information about the company, ultimately using high pressure tactics, hyping a one-time deal, an impending price increase, or limited stock. The prospective buyer often has no assurance of the quality of the goods, nor is there any guarantee of a suitable refund policy for unsatisfactory products. These fraudulent telemarketers seldom offer references or contact information, and cash or bank debits have become their preferred form of payment.

As a valued Ricoh Print Smart customer, the guidelines below are provided for you to reference if you suspect any wrongdoing:

- Never feel pressured to buy anything on the spot!
- Know the contact person at Print Smart and make sure others in your area are aware of that contact.
- If you are unsure of any request being made, call Print Smart at 864-656-0202.
- Never give the make/model/serial number over the phone unless you know the person with whom you are speaking.
- Get a name/number to call the person back to discuss the pending “order”.

WE WILL NEVER ASK YOU TO BUY TONER!

Print Smart can be reached at 864-656-0202 or printsmart@lists.clemson.edu