

How to Ensure They're Genuine Toshiba Toner

2009

Toshiba America Business Solutions Inc.

Counterfeit Toner Cartridge Check Points



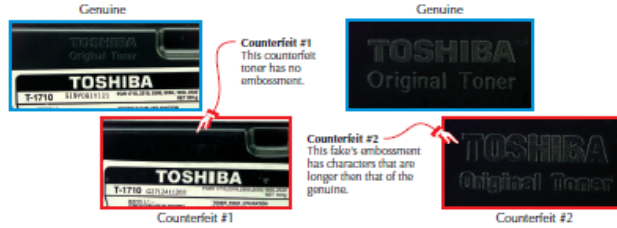
Counterfeit Toner Cartridge Check Points

The following is an explanation of the points to distinguish genuine toners from counterfeits.



Embossment

On all Genuine Toshiba toners "Toshiba Original Toner" is written in embossed letters. Among counterfeit toners some have the same embossment and some do not. Also some fake toners characters are longer in size than that of the genuine. As this is the case please be attentive to this detail.



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Lot Number

All Genuine Toshiba toners have a stamped lot number. Those toners without lot numbers are obviously counterfeit. Among the counterfeits with lot numbers the size, type and make-up of font is different.

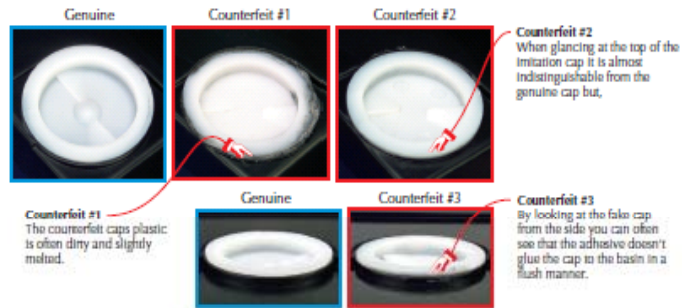


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Cap Connection Method

Genuine Toshiba toners use a "Spin Welding" method of connection whereas the discovered counterfeit toners use adhesive. By looking closely at the cap and connection area you can often see a dirty melted cap that is not flush with the cap basin.



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Logo Shape

Genuine Toshiba toners logo's are very specific in shape. Some counterfeit toners logo's have been found to have different shapes and font kinds.



Label Thickness

Genuine Toshiba toner labels all have a certain specified thickness and texture. Even though the thickness and texture of counterfeit labels varies, Toshiba has found that counterfeit labels are usually thicker and of a different texture than that of genuine toners. Please note this when inspecting the toner.

New Security Features

Starting from May 2009, some Toshiba toner products added new and enhanced security features

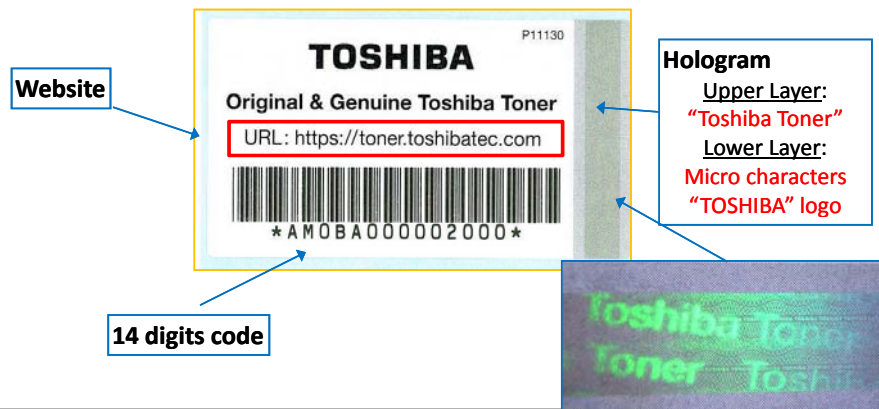
- Security Label on Carton
- Laser Barcode on Cartridge



New Security Features

Security Label features

- Traceable bar code
- Hologram (2 layer)
- Website to verify genuine Toshiba toner products



New Security Features - Website

TOSHIBA TEC CORPORATION English [Contact Us](#)
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This site is to examine whether your product is Genuine TOSHIBA or not.


Please input information.

You are User Seller Customs Officer

Country of purchase *

Alphanumeric characters with barcode * (14-digits)

Information on input of alphanumeric characters in barcode
There are such three package appearance as cartridge, box, and pallet for toner products, as showing of the photograph below. Please input 14 digits alphanumeric characters with barcode on your toner product (referring photograph below) into a blank above.



Please confirm the Toner in hand information.

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Annotations: A red box highlights the input fields for 'Country of purchase' and 'Alphanumeric characters with barcode'. A red arrow points from the text 'Select/input information you have.' to the 'Country of purchase' field. Another red arrow points from the 'Examine' button to the text 'Result'.

Summary

• Suspect Product Characteristics:

- Unreasonable low price
- Cartons/Labels have spelling errors, discrepancies in font size, and suspicious manufacturing codes
- Look for security label hologram, and verify through website

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