

Printer Cartridge Fraud

Article ID: KB0024958

Created: 2025-04-22 10:11:23

Updated: 2025-04-22 12:44:29

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b',

'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b4c980c11ba10290525442e1b24bcb6e',

'value': 'b4c980c11ba10290525442e1b24bcb6e'}

Be aware of printer cartridge fraud. Use only Lexmark cartridges delivered under our Lexmark contract.

Office supply scams targeting Lexmark accounts are increasing. Common scams involve a third-party company misrepresenting itself as the account's regular Lexmark cartridge supplier, and the third party then tries one of the following approaches:

Calls to verify the shipping address for a toner deliveryStates that the cartridges being used by the account are being discontinuedCartridges are in short supply and a rush order should be placedAdvises that cartridge prices are increasing, and they should place orders now

The third-party company then ships cartridges to the account, invoicing the account at extremely inflated prices. In a recent case, cartridges were invoiced at more than triple the Lexmark cartridge MSRP. MPS accounts are particularly vulnerable, as they are accustomed to receiving unsolicited cartridges via just-in-time delivery. Current Lexmark accounts have fallen victim to this scam and received invoices for products they did not order. MPS and Enterprise accounts that have branch locations tend to be more frequent targets.

If you are contacted by someone making these or similar offers please take a note with their contact information and let them know you will validate company policy and will call them back if they are a Fresenius authorized vendor.