

Date

Name

Title

Address

City, State, Zip

Dear _____:

I am the purchasing office for (your company's name). We received (amount) of (toner or developer) from your company. Please be on notice that we do not accept the product shipped to us because of the unfair manner in which your company attempted to market itself as our normal supplier of these products. We are returning the product for the following reasons:

1. Misrepresentation of our normal supplier.
2. Potentially 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,

(Your name)

(Your company's name)

cc: Toshiba America Business Solutions
Laura Kistingner
2 Musick
Irvine, CA 92618

Federal Trade Commission
Attorney General's OfficeaA