



Member Companies

brother.



Canon

Lexmark

EPSON xerox

WHEN IN DOUBT, CHECK IT OUT



ABOUT THE PROGRAM

Over 14 years ago, the ISC successfully launched the **WIDCIO** (When In Doubt - Check It Out) Program.

The program is now updated to allow physical submission of suspicious products as well as products which are thought to violate ITC exclusion orders.

This unique program allows dealers, distributors and customers an opportunity to submit questionable imaging supplies such as ribbons, inkjet cartridges, laser cartridges, toners and developers to the ISC for authentication. Since the program launch several years ago hundreds of thousands of counterfeit imaging supplies valued in the **million of dollars** have been removed from commerce. **Over 8% of all products submitted to the ISC have proven to be counterfeit.**

The need for the **WIDCIO Program** arises when resellers and customers are victims of transactions that turn out to be "too good to be true". They are offered products that are represented as inventory liquidations, manufacturer's overruns or diverted products from other global locations. If the deal looks too good to be true, it probably is. **When In Doubt, Check It Out.**



PROGRAM PROCESS

The ISC will now authenticate the following suspicious products:

1. Product thought to be counterfeit, that is presented as a new OEM branded product.
2. New "compatible" "clone" products which you think are in violation of a limited or general exclusion order. **Requires submission of the physical product.**
3. Supplies that are falsely advertised or misrepresented. These claims should be submitted through the written allegation process described below.

There are three ways to submit product(s) for authentication: physical product, photos, and written allegations. The process for each method is described on the ISC website at www.ISC-Inc.org.

In each method your identity as a program participant will remain confidential.



Visit us online at www.ISC-Inc.org to learn more!



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ABOUT THE IMAGING SUPPLIES COALITION

The Imaging Supplies Coalition (ISC) is a non-profit trade association comprised of original equipment manufacturers (OEMs) of consumable imaging supplies (ribbons, toner, inks, cartridges, etc.) and equipment that have joined together to protect their customers by combating illegal activities in the Imaging Supplies Industry. Coalition members are Brother International Corporation, Canon U.S.A., Inc, Epson America Inc., HP, Lexmark International, Inc., and Xerox Corporation.

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MEMBER COMPANIES

PARTNERS IN PROTECTING CONSUMERS

