

This letter is offered as a suggested correspondence. It could be sent to alert your customers to the potential risks of purchasing product from unauthorized sources.

Protect Yourself and Your Customer As Pirated Parts Flood the Industry—Know Who You're Buying From.

Dear (Insert Customer Name),

We strive to ensure that the quality product you expect from (Insert Your Company Name) is delivered on time and exceeds your high expectations. Despite our sophisticated systems and security, we are finding that counterfeit (Insert Your Company Name) parts are more frequently available to the market.

Since these counterfeit products are always purchased from unauthorized (Insert Your Company Name) vendors, we encourage our customers to purchase product only from authorized sources.

We are proud of the strong network of authorized distributors we have built over the years. These companies were selected for their ability to provide excellent business and technical support for our products. We urge you to only procure (Insert Your Company Name) products from an authorized source: directly from (Insert Your Company Name) or from a (Insert Your Company Name) authorized distributor.

By buying from an authorized distributor you can be confident that:

- The product has been handled and stored in accordance with (Insert Your Company Name) quality standards.
- (Insert Your Company Name) and its authorized distributors will jointly stand behind and address any warranty issues—including important traceability capabilities.
- The authorized distributor has access to the full range of up-to-date technical and product information

(Insert Your Company Name) makes no warranties, express or implied, on any counterfeit products, including the right to a refund of the purchase price. We realize that many of our customers buy counterfeit products unaware they are doing so. You can *only* be confident of receiving legitimate (Insert Your Company Name) products by purchasing from an authorized source. For a complete list please visit our website.

If you suspect that you have counterfeit parts, we suggest that you:

- Quarantine the products to avoid re-entry into the supply chain
- Notify us, we have proprietary methods of identifying our product
- Let us know the source of the product

We will continue to track down and prosecute those who manufacture and distribute counterfeit products. We appreciate your support of our efforts and thank you for your business.

Sincerely,

(Insert Your Company Name)