

WE SUPPLY CONFIDENCE



**Genuine**  
Supply Source Inc  
[genuinesupply.ca](http://genuinesupply.ca)



## About GSS

Established in 2008 and headquartered in Mississauga Ontario, Genuine Supply Source Inc (GSS) is a leading wholesale distributor of imaging supplies, parts and service accessories. We offer an extensive assortment of compatible toner and ink cartridges, distributed through a diverse network of dealers and resellers across the country.

## Mission Statement

Good customer service means meeting expectations, but excellent customer service means exceeding them. Our mission is to be recognized by dealers as their most trusted resource and preferred partner in lowering service and supplies costs.

Our goal is to go above and beyond to ensure our most valuable assets, our clients, are informed, well serviced and profitable.





## Product Lines:

### **FUZION COMPATIBLE INK & TONER:**

Over 60,000 fuzion™ laser and ink cartridges ship to valued customers across Canada every month. Sourced from top manufacturers around the globe, our comprehensive selection of IP compliant compatible and remanufactured toner & ink cartridges continues to expand. fuzion™ cartridges are produced with the industry's best available components, chips and high quality chemical toner & pigment ink. Our products are 100% guaranteed to meet or exceed OEM specifications in colour reproduction, yield and overall image quality. Experience brilliant print quality and remarkable savings by converting to fuzion™ today!

### **FUZION COMPATIBLE LABEL TAPES & POS RIBBONS:**

Premium Compatible fuzion™ adhesive backed labels tapes are available for virtually any home, office, business, school or industrial application. Our tapes are patent protected by design and are 100% compatible with a wide variety of Brother label makers.



## COPIER PRODUCTS:

GSS copier products are often the only true OEM-equivalent alternative available to dealers, especially when it comes to colour. Our global partnerships, technical expertise and resources allow us to overcome complex design and development challenges to quickly bring premium quality, high margin products to market.

## SERVICE ACCESSORIES

GSS is your source for vacuums, cleaning supplies, tools, lubricants and other essential products to help service departments and technicians work more efficiently.

The same high-quality standards used in developing our parts and supplies is applied in sourcing our extensive service accessories catalogue.




# Award Winning Customer Service

Hard work typically doesn't go unnoticed. Our team is proud and fortunate to be regularly recognized by industry buying groups and partners for high levels of customer service and support.







# Technology

EDI capabilities in partnership with TRUE COMMERCE enhance our productivity and certify a unique customer service experience for clients who process orders in volume.

GSS also offers rich web content, including product specific images, banner ads, OEM stated yields, retail OEM pricing, equipment model cross referencing and a current MSRP for all consumable products.



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**Marketing** GSS considers branding a key element to continued success. We routinely support our dealer partners with sales collateral and branded marketing campaigns, positioning our products for maximum profitability.

Our [fuziontoner.com](http://fuziontoner.com) website serves as a valuable resource for general product information, after sales service, technical support and lead generation for our VAR community.



Fuzion Trade Show Collateral



Display Banners



Post Cards



Newspaper Ads








# Customized Drop Shipping (CDSP)

GSS offers a unique customized drop shipment program (CDSP) which includes:

- A private box label with the dealer logo reorder number and contact info.
- Personalized custom colour packing slips.
- A fully integrated webstore with live inventory, a saved secure address book, blind order tracking capabilities and dealer specific pricing.
- Competitive flat rate shipping options.

**GSS processes orders from 8:30 – 5:00pm EST Monday to Friday.**

**All orders received between these hours are guaranteed to ship out the same day.**





## WARRANTY STATEMENT:

GSS warrants our products to be free from defects for a period of two (2) years from the date of purchase. Any product to be found defective in materials and/or workmanship during the two (2) year warranty period will be replaced at no cost.

GSS warrants that their remanufactured/compatible imaging supplies, under normal use, will not cause damage, abnormal wear, or deterioration to any equipment for which the consumable was intended.

Any claim that the use of GSS remanufactured/compatible imaging supplies directly resulted in damage to equipment must be verified with satisfactory evidence that the GSS product was directly responsible for any such damage or failure. Any such claim must include a written statement on the service company's letterhead, signed by an authorized representative of the service company. Upon satisfactory verification, GSS will provide reimbursement for the directly related service cost.

This warranty becomes null and void if the warranted cartridge is disassembled in any way, or if the cartridge is handled, stored or used in any manner considered abnormal.

Liability under this warranty shall be limited to the replacement or reimbursement as defined herein. No other expressed or implied warranty shall exist.

GSS imaging supplies are guaranteed to perform at a level that meets or exceeds OEM standards.



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