



PUBLIC WARNING NOTICE concerning Postage Ink Pty Ltd

Issued under section 223 of the Australian Consumer Law

The Australian Competition and Consumer Commission (**ACCC**) is issuing this Public Warning Notice to warn businesses which use a postage meter about the alleged conduct of Postage Ink Pty Limited (**Postage Ink**) ACN 152 925 481.

The ACCC has received complaints about Postage Ink from a number of businesses which use a postage meter. Postage meters, or franking machines, are used to apply a printed 'indicium' in place of a postage stamp. Postage meters allow users to post mail without the need to use pre-paid stamps or attend a post office. Postage Meters require ink cartridges to be replaced in a similar manner to an ordinary printer. Postage Ink is a business which supplies postage meter ink cartridges and other consumables.

It is alleged that Postage Ink has engaged in the supply of unsolicited goods by sending ink cartridges and other postage meter consumables to a number of businesses which had not placed an order with Postage Ink, and subsequently sought payment for those items.

It is also alleged that representatives of Postage Ink have contacted a number of businesses which use postage meters by phone and falsely represented that Postage Ink has an ongoing supply relationship with them, leading their staff to place orders with Postage Ink.

The Australian Consumer Law (**ACL**) prohibits traders from making false or misleading representations or engaging in conduct that is misleading or deceptive or likely to mislead or deceive. The ACL also prohibits traders from asserting a right to payment unless the trader has reasonable cause to believe that there is a right to payment.

The ACCC is warning the public about the alleged conduct by Postage Ink by issuing this notice under section 223 of the ACL because the ACCC:

- a) has reasonable grounds to suspect that, by engaging in the conduct outlined above, Postage Ink may have contravened sections 18(1), 29(1)(d) and 40(1) of the ACL;
- b) is satisfied that one or more persons has suffered, or is likely to suffer detriment as a result of the alleged conduct; and
- c) is satisfied that it is in the public interest to issue this Public Warning Notice.

Rodney Graham Sims
Chair

Date: 29 April 2021