

# Suspected counterfeits procedure

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ZVL brand protection is our priority. Genuine products under that name are developed and produced to provide customers with maximum quality, reliability and efficiency. Entities that try to imitate ZVL brand image are offering counterfeit bearings packed in ZVL-like boxes. This illegal activity targets mainly end users, who tend to believe that they are getting genuine ZVL products. At the first sight, counterfeits can be identical to the original ZVL bearings. They come from uncertified producers. Potential quality issues often imply several times higher costs than the price of bearings itself. In order to hide their illegal activities, such so-called distributors abuse unclear stock evidence of some distributors who don't organize their stock by brand. To increase your protection, we also recommend that our distributors insist to have the brand name printed on all supply documents including invoice.

**The company ZVL SLOVAKIA in an effort to protect you from this threat encourages you to reduce these risks by following these steps:**

## [BUY ORIGINALS FROM AUTHORISED DEALERS](#)

The company ZVL SLOVAKIA sells bearings via a network of authorized distributors. To avoid falling victim to dubious sales, we advise you to buy from traders and dealers authorized by us. Our network of authorized distributors is given on our website:

<http://www.zvlslovakia.sk/kontakt/distribucna-siet/>

## [BEFORE YOU NOTIFY ZVL SLOVAKIA](#)

- If you have any suspicion of counterfeit bearings, keep the purchased bearing, packaging, and all documents related to the product - for example: invoice, offer, delivery note, etc.
- If possible, attach to the report also a digital photograph of both bearing sides, the photo of packaging material, including the identification label
- Please tell us why you think that the bearing may be counterfeit
- Provide the name of the company that has offered you the bearing
- Provide your contact details

## [HOW YOU CAN INFORM US:](#)

*e-mail:* if you want to contact us electronically with regard to suspicion about fake send us an e-mail: [sales.zvl@zvlslovakia.sk](mailto:sales.zvl@zvlslovakia.sk)

*web page:* if you want to inform us about suspicious products using our web page, click here: <http://www.zvlslovakia.sk/en/contact/>

*mailing*: you can contact us also by a mail. Please use following address: ZVL SLOVAKIA,a.s., Na stanicu 22, 010 09 Zilina, Slovakia

*phone*: if you want to talk about your suspicion with us please contact our sales department: <http://www.zvlslovakia.sk/en/contact/zvl-slovakia-sales-team/>

#### WHAT WE DO WITH YOUR SUGGESTIONS

All your suggestions will be proceeded to our technical department. In case your suspicion will be confirmed, our legal department will collect more proofs and start working on individual cases of fake bearings traders. At the same time we choose the most appropriate legal steps in specific situations. Only systematic monitoring of market information on suspicious sales and also using the legal steps can ensure the customers protection.

***Your help with getting such information is very welcome. You can help us protect final customers for those fake bearings can cause negative economical results.***