



Dear Customer,

We would like to draw your attention to the following matter.

According to our information, **non-genuine VKP80 products** are available on the market.

We know that someone is taking our place and is calling the counterfeit printer as "Custom VKP8011-JE". In addition to this, the counterfeiters insert the "Made in EU" label in spite the printer is not, use the CUL mark with our registration number E190543 (another serious violation) and affix the CE label (even if the product is not CE).

These piracy acts, apart from damaging the commercial image of Custom since our brand is getting replaced by a cloned product, are a major cause of concern for us as our customers could purchase a product believing that it is original while it is not.

On the contrary, the low quality of the sensitive components which are being used by the cloner will surely cause damages to the customers who will be forced to replace those devices in a very short period of time.

Now, we are carefully investigating these circumstances in order to strongly react against this severe violation of Custom's Intellectual Property (IP) rights.

That being said, we would like to remind you that the VKP80 is registered as a trademark in Russia (international registration no. 1074007).

Consequently, buying any VKP80 fake product constitutes a serious infringement of Custom's IP rights according to the laws currently in force.

To conclude, with reference to the issue mentioned above, we would like to invite you to reject/refuse any purchase of non-genuine VKP80 products and to notify us of any violation you might be aware of at the earliest convenience.

We are sure we can count on your cooperation.

This letter is being sent without prejudice to any claims, causes of action, damages and equitable relief, attorney's fees and/or defenses, all of which are hereby reserved.

Best regards,

Carlo Stradi
President & CEO
CUSTOM ENGINEERING SPA



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