

Where can I buy Genuine Minelab products?

The only way to guarantee you are purchasing genuine high quality Minelab products is to buy from an authorised Minelab dealer. To find an authorised dealer in your part of the world visit the Where to Buy page on www.minelab.com/consumer/where-to-buy.

Is there a list of known counterfeit manufacturers or suppliers?

A list of the counterfeit manufacturers and suppliers reported to Minelab as supplying black market products at this time can be found on Minelab's website:

www.minelab.com/consumer/where-to-buy/buyer-beware.

Whilst this list is updated regularly, it does not include all active counterfeit manufacturers and suppliers, but those that we are aware of at this time.

Minelab strongly advises that you buy from authorised Minelab dealers or distributors. If you have any doubts about a business selling our products, please contact us so we can inform you of their authorisation.

How can I report a counterfeit supplier?

Please contact us providing the details of the counterfeit supplier. As part of our GENUINE MINELAB; GENUINE PERFORMANCE; STOP COUNTERFEITS campaign, we can report the supplier to local authorities and include their details on our Black Market Suppliers list.

Need more information?

For more information on the GENUINE MINELAB; GENUINE PERFORMANCE; STOP COUNTERFEITS campaign or to verify the authenticity of your metal detector, please contact your local authorised Minelab representative or your regional Minelab office.

For contact information of the above, please visit:

www.minelab.com/contact-us.

We appreciate your support and offer our commitment in ensuring you receive the GENUINE MINELAB; GENUINE PERFORMANCE that you expect and deserve.

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**GENUINE MINELAB
GENUINE PERFORMANCE
STOP COUNTERFEITS**



Minelab Customer Guide


MINELAB
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BBS™ FBS™ VLF™ MPS™

World's Best Metal Detection Technologies

Driven by high demand for Minelab's genuine products, there is currently a strong global black market in unauthorised copies of popular Minelab products.

As part of the GENUINE MINELAB; GENUINE PERFORMANCE; STOP COUNTERFEITS campaign, we are working to keep you informed to ensure you avoid fake Minelab products. This Campaign aims to protect the interests of you, our valued customers, as well as the authenticity and quality of Minelab's products and brand.

What we are doing?

Security Labels

Minelab has introduced new security labels designed for usage on control boxes and coils.

First phase implementation focussed on the GPX-4500, GPX 4800 and GPX 5000. In addition, the security label has been added to the product carton of all GPX Series detectors.



Available on GPX-4500, GPX 4800, GPX 5000



With this label, products can be easily verified as genuine. For your peace of mind, your nearest Minelab authorised dealer will easily be able to confirm authenticity by inspecting the security label through the special viewer. **IT'S THAT SIMPLE!**



Available on Eureka Gold, X-TERRA 705 Gold and Commander coils.

New security labels have also been added to the Eureka Gold, X-TERRA 705 Gold and Commander Coils. These are smaller in size and are designed to assist you in recognising genuine Minelab product. Your Authorised Minelab Dealer can reveal the hidden colour image and confirm that you have Genuine Minelab Performance.



As part of our awareness campaign, we have provided the answers to some commonly asked questions below.

What is a counterfeit product?

Criminal counterfeiters have developed fake Minelab products. These are sold to unsuspecting customers who believe they are buying genuine Minelab products. In some cases, these counterfeit products may cosmetically look like the real thing, but they definitely do not work like the real thing. These counterfeit copies perform poorly and will not last. **BUYER BEWARE!** Minelab cannot be held responsible for counterfeit Minelab products!

How are copies made?

Counterfeit copies are often made in China. They can vary in appearance and quality. In some cases, criminal counterfeiters take a cheap detector and brand it with a Minelab product name.

These are easily identifiable as poor copies to people familiar with Minelab products. Recent counterfeits are more difficult to identify as cosmetically they look very similar to genuine Minelab products - these are most likely to mislead you.

BUYER BEWARE: Genuine Minelab metal detectors are only made by Minelab in Australia and by Plexus Corp, USA in their Malaysian facility. That's it, nowhere else!

What is wrong with counterfeit products?

- They **CANNOT** deliver the high performance of genuine Minelab products. People waste precious time and money with inferior products, missing valuable targets.
- They **CANNOT** provide the durability and reliability of genuine Minelab products. People realise they are victims when they experience failures of counterfeit products in the field.
- They **DO NOT** contain approved and tested high performance Minelab precision componentry and software.
- They **DO NOT** have ANY level of Warranty or Service Repair support.

The added value and reassurance you gain from purchasing genuine Minelab products includes the Minelab product Warranty along with ongoing support in getting the best performance from your detector. You can read more about the support Minelab offers in our Customer Care Charter which can be viewed on www.minelab.com/customer-care-1.