

Free inspections protect your organisation from counterfeiting



Customer Delivery Inspection (CDI)¹ – User Guide for HP customers

HP's CDI service helps you avoid counterfeit cartridges, which are illegal and often of poor quality. Public-sector and enterprise customers suspicious about a large or mid-size printing supplies shipment can request this free anti-counterfeiting inspection, carried out on-site or online.



REQUEST A FREE INSPECTION
Simply scan the code or visit:
hp.com/cdi-request



CDIs can effectively protect you from counterfeiting



Request a free inspection if suspicious about a large or mid-size delivery; store the delivered cartridges separately and do not open any boxes.



HP's ACF Experts will contact you to arrange a convenient time for the inspection – carried out either on site at your premises or online via the Web.



Our HP ACF Experts will examine all suspicious HP products. HP will then provide you with a Report of Findings.



If counterfeits are found, HP recommends that you do not purchase from that supplier again. HP will be glad to assist with any further follow-up at your discretion.

CUSTOMERS SEE A CDI AS OVERWHELMINGLY POSITIVE²



92%
would recommend CDIs
to other customers

98%
say CDIs work smoothly
and without much effort

96%
say CDIs effectively protect
them against fraudsters



Easily request a free CDI

- Submit the brief form at hp.com/cdi-request if you notice suspicious tender bids or deliveries of alleged HP printing supplies.
- Please store the suspicious delivery separately and do not open any boxes. Until after the inspection, we recommend that you do not contact the supplier about your suspicions and postpone payments, if possible.
- HP will contact you to arrange for the CDI, if deemed appropriate. Depending on availability and your preferences, the CDI can be conducted on-site or as a Remote CDI, using secure online video conferencing or sent-in photos.

Enjoy our hassle-free inspection service

- Trained and certified HP ACF Experts will check your delivery for illicit products. These experts are generally employed by a trusted service provider of HP.
- Following the CDI, HP will provide a written Report of Findings, generally about five working days³ after the inspection.
- For more details, please also refer to our [Frequently Asked Questions](#).

Follow up steps in case counterfeits are found

- If our HP ACF Experts identify counterfeit cartridges, we may ask you for additional information, such as a copy of the respective invoice.
- Importantly, HP asks you not to buy from suppliers who provided you with counterfeit cartridges - when shopping for HP printing supplies, HP recommends buying only from our trusted HP Authorized Partners.
- HP will be glad to assist if you wish to take further action - our handy [CDI Follow-Up Guide](#) provides an overview of select possible steps.

LEARN MORE AND STEER CLEAR OF COUNTERFEITING IN FUTURE PURCHASES



HP ACF WEBSITE
Visit hp.com/anticounterfeit for more information and to get handy resources, guides, and videos.



ACF BUYING GUIDE
Get a quick overview on how to safely purchase original HP printing supplies and how to avoid counterfeits.



ACF TENDER TIPS
Learn more about how to safely conduct tenders and bulk purchases for original HP cartridges.



ACF GUIDE FOR CORPORATE CUSTOMERS
See step-by-step how to check HP cartridges for signs of counterfeiting.

¹ Customer Delivery Inspections (CDIs) are a non-binding invitation by HP, available in selected countries and territories.

² Approx. values; feedback from HP customers based on an ongoing online survey of corporate customers that had HP perform an ACF Customer Delivery Inspection; survey launched by HP's ACF Programme in 2017; results as of April 2023.

³ Please note that in some cases, e.g., if additional product checks might be needed, the Report of Findings might be provided at a later point in time.

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