

# Avoid buying fakes in tenders



Recommendations for enterprises and public-sector customers

July 2022 | This document is not for use in Israel, Russia

Corporate customers putting purchases of printing supplies out to tender can be a relevant target for counterfeiters. Taking part in a bidding process, fraudsters might easily mask selling numerous fakes in one go. Take action now and avoid illegal, often low-quality, and risky counterfeits of HP products!



## Counterfeit toner and ink cartridges can pose serious risks

Using fake products can entail several substantial risks to corporate customers, such as:



- Poor printouts and even damaged printers with extended service costs and disrupted workflows
- Wasted money for malfunctioning goods and complaints directed at purchase departments
- Unwitting dealings with criminals and the need for a new request for proposals
- Cyber security risks<sup>1</sup>, e.g. as the chip on a fake cartridge could contain malware

## Checklist to safely purchase original HP printing supplies

To avoid falling victim to fakes, you can implement several robust steps throughout the procurement process, from issuing a request for proposals to receiving purchased products. HP recommends the following actions to safely purchase original HP cartridges:



### 1. WHEN ISSUING A TENDER, GIVE CLEAR TERMS

↓ Simply tick the boxes for covered issues

- Be specific: Specify exactly which products you want to buy, by listing individual product numbers.
- Ask vendors to certify that all delivered items are genuine HP and to provide a detailed list of all products to be delivered.
- Declare that you only accept products in unopened original HP packaging.
- Exclude alleged “grey market” or “parallel imported” goods.
  - If in the EEA and CH/UK:<sup>2</sup> Exclude products sold from outside this region, whose import can constitute a trademark infringement.<sup>3</sup>
  - If outside of the EEA and CH/UK:<sup>2</sup> Exclude products sold from outside your country.
- Request references from vendors, such as an HP Partner certificate or an HP ACF audit letter, which HP Partners receive after passing an HP Channel Partner Protection Audit (CPPA).
- Stress that you might ask HP to check delivered products and/or their serial numbers; that you might report counterfeiting to the authorities; and that you reserve the right to withhold or decline payment for any counterfeit products.



## 2. WHEN CHECKING BIDS, REFRAIN FROM DUBIOUS OFFERS

- Avoid too-good-to-be-true offers and other suspiciously attractive deals and conditions.
- Verify vendor data, such as company address and tax number; sellers with incomplete or missing data might be a reason to turn suspicious.
- Refrain from unusual modes of payment, such as payment by cash on delivery or splitting of orders into a mix of expensive and free-of-cost instalments.
- Refrain from suspicious product descriptions such as allegedly new 'HP' products offered exclusively by a vendor or products characterised as, e.g., 'factory tested' or 'bulk packaging'.
- Check the HP product numbers given in quotes and verify that these numbers and volumes exactly match your request.



## 3. UPON DELIVERY, EXAMINE THE PRODUCTS

- Refer to the [ACF Guide for Corporate Customers](#) for handy step-by-step guidance on how to check HP products for signs of [counterfeiting](#) (available at [hp.com/anticounterfeit](http://hp.com/anticounterfeit)).
- View our [ACF Video Tutorial](#) and [check the security labels on HP cartridges](#).
- Look at the packaging, which should be unused, undamaged, and of high quality.
- Follow the further relevant steps for examining HP cartridges, as detailed in the [ACF Guide](#), checking for all listed signs of potential counterfeiting.
- Keep all relevant documentation, such as tender quotes, invoices, etc. for further reference.



## 4. IF SUSPICIOUS, REQUEST SUPPORT FROM HP

- Request a [free Customer Delivery Inspection \(CDI\)](#)<sup>4</sup> - HP experts can check suspicious, mid- to large-sized cartridge deliveries at your convenience, on site at your premises or remotely via the Internet.
- Do not open suspicious products and store them separately from other deliveries until confirmed as genuine.
- Consider withholding payment until suspicious deliveries are confirmed as genuine, if this is possible without adverse effects.

<sup>1</sup> For more details, please see [hp.com/go/suppliesthatprotect](http://hp.com/go/suppliesthatprotect)

<sup>2</sup> Only applicable for customers within the EEA and CH; EEA = European Economic Area (European Union (EU) + Iceland, Liechtenstein, Norway); CH = Switzerland; UK = United Kingdom.

<sup>3</sup> If you are customer located within the European Economic Area (EEA), Switzerland (CH), and the UK, grey market goods refer to products sold from a seller outside the above region. If you are customer located outside the EEA, Switzerland, and the UK, grey market goods refer to products sold from sellers outside your country.

<sup>4</sup> Customer Delivery Inspections (CDIs) are a non-binding invitation by HP, available in selected countries.