



ACF Customer Delivery Inspections: HP offers you protection against fakes

CDI User guide for HP customers

June 2021



Request a CDI

Simply scan the QR code
or visit: [reinvent.hp.com/
GAAntiCounterfeit_PH](https://reinvent.hp.com/GAAntiCounterfeit_PH)

Contacts

apj.anti-counterfeit@hp.com

hp.com/go/anticounterfeit

HP's anti-counterfeit Customer Delivery Inspections (CDIs)¹ are an effective way to protect your organization from poor-quality fakes, which can pose considerable threats to your business. Public-sector and business customers can request for such a free inspection if they suspect that counterfeit products are included in a printing supplies delivery. Here is what you need to know.



Note

No boxes should be opened prior to the arrival of HP ACF product expert.

Opened boxes will not be inspected.

What are Customer Delivery Inspections?

- With our CDIs, HP offers our customers a unique protection service helping them to avoid potential counterfeits. Fake printing supplies can pose serious threats, including printer damage and interruption of workflows.
- Upon request, HP ACF product experts will inspect **large or medium-sized deliveries of printing supplies** which are suspected to contain counterfeits.
- HP staff, HP Partners, and our customers themselves can request an inspection by completing a CDI Request Form.
- The inspections are generally carried out at the customers' premises at their convenience and do not incur any costs for our customers. In some cases, CDIs might also be carried out remotely, as photo-based CDIs or as virtual CDIs using video calls.

How can you request an inspection?

- You can request for an inspection if you notice **suspicious bids in tenders or believe a delivery to contain suspicious products**.
- To request for an inspection, you have to **complete and submit the CDI Request Form**.
- The ACF Program will review your request and, if it is deemed appropriate, we will arrange an inspection at no cost to you, at a time that is convenient for you.
- Please store the delivery to be inspected separately. Also, HP recommends not to inform the supplier about the inspection or to return any products. If possible, you might want to consider postponing payments until the inspection results are available.

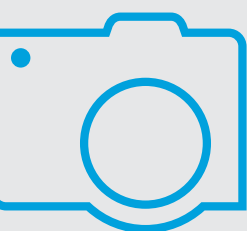


What happens during an inspection?

- After the inspection request is sent to the ACF team, an HP ACF product expert will generally contact you to arrange a convenient time for the inspection.
- If HP decides to check the products on-site, the HP ACF product expert will examine all suspicious HP products at the customer's premises.
- If counterfeits are suspected, the HP ACF product expert will ask for the name of the supplier and a copy of the proof of purchase.

How are inspections followed up?

- After the CDI, HP will provide you with a Report of Findings via email within 5 work days. If you need a hard copy, please provide your mailing address and we will send you a copy.
- Should counterfeits be found, please do not buy from that vendor and terminate all existing commercial arrangement. We recommend you to only purchase from trusted vendors such as contracted HP Partners.
- HP would seek your permission to involve local authorities if counterfeits have been found. However, HP leaves the decision to your discretion. If you want to pursue complaints against the supplier, HP will be glad to assist.
- Learn more about counterfeiting and about purchasing safely on our website (hp.com/go/anticounterfeit).



Get suspicious cartridges checked in photo-based CDIs

In some cases, HP's CDIs are also offered as remote, photo-based inspections. If your CDI is carried out based on photos, please take and submit the necessary images:

- Please send photos of as many products as possible. For mid-sized deliveries, we recommend capturing all products; for large deliveries of 100 or more products, we recommend capturing a minimum of 10% of products.
- Please clearly label the photos with a sample number and the respective product number. We recommend using one folder per product, with the sample number and the product number in the folder name.
- Please make sure to take pictures of all six sides of the product's packaging. If present, always take a close-up of the security label as well as a close-up of HP's Tamper Evident Label, too.
- Please take the photos in a well-lit room with indirect light; please do not use your camera's flash. We recommend viewing and checking the photos before you submit them.

Simply provide the photos to HP's experts at apj.anti-counterfeit@hp.com, e.g. using ZIP archives sent via email or shared via a trusted cloud service. Our experts will then follow up promptly. By submitting your request, you agree to [HP's Privacy Statement](#).

Example photos for a toner cartridge

