

# ACF Customer Delivery Inspections: Protect yourself from fakes



REQUEST YOUR FREE CDI NOW<sup>1</sup>



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## CDI User Guide for HP customers in the Americas

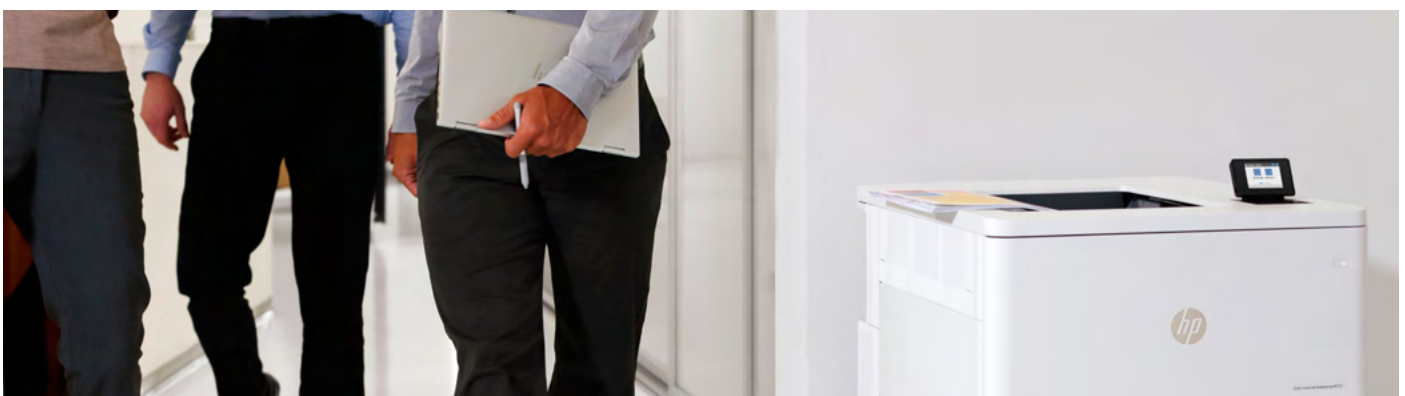
HP's anti-counterfeiting Customer Delivery Inspections (CDIs)<sup>1</sup> are an effective, free-of-charge way to avoid risky, poor-quality fakes. Public-sector and enterprise customers suspicious about a delivery of HP printing supplies can request such a free inspection – which can be conducted on-site or remotely.

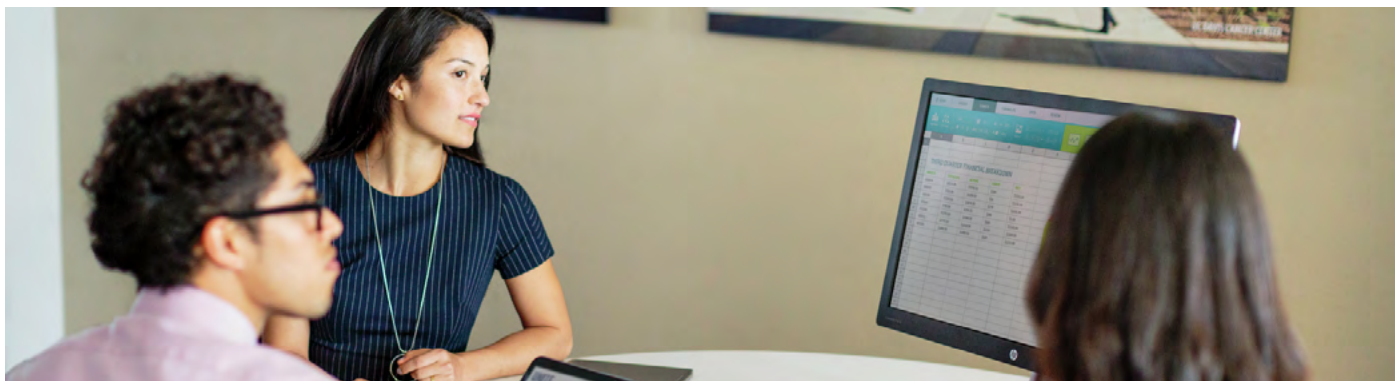
### THE HP CDI SERVICE OFFERS UNIQUE PROTECTION AGAINST FAKES

Upon request, HP ACF experts will inspect **suspicious deliveries** of HP printing supplies (including Samsung-branded cartridges) for illicit products – **at no cost** to you.

#### Step by step – a CDI in a nutshell:

-  Request a CDI if suspicious about a printing supplies delivery; store any suspicious deliveries separately and do not open the products.
-  An HP expert or a local HP point of contact will be in touch with you to schedule inspection at your convenience.
-  HP's experts will examine all suspicious HP products. If fakes are found, you might be asked for details, such as a copy of the invoice.
-  After the CDI, HP will inform you about any findings.
-  In case of findings, HP recommends customers to take follow-up actions at their discretion.





Learn more about CDIs in just a few minutes with our [CDI Video Tutorial](#)

## Easily request a free CDI

- In case of suspicious tender bids or printing supplies deliveries, directly request a CDI [by contacting HP](#) or ask your HP contact or HP Partner to request the CDI on your behalf.
- Please store the delivery to be inspected separately and do not open any of the products that are to be inspected. If possible, you can also consider postponing payments until after the CDI.
- HP's ACF experts will review your CDI request and, if deemed appropriate, an HP ACF expert or a local HP point of contact will be in touch with you to arrange for a convenient time for the inspection.
- Depending on availability and your preferences, HP selects the way the CDI is carried out: Next to on-site inspections, this can include Remote CDIs via the Internet, where customers generally attend a live video call with a trained ACF expert. Alternatively, you might be asked to send in photos or to provide the products to be inspected at a convenient point of contact.

## Enjoy HP's hassle-free inspection service

- During a CDI, a certified HP ACF expert thoroughly checks your delivery for illicit products. Often, these experts can be employees of trusted service providers contracted by HP.
- After the CDI, HP will inform you about any findings. If counterfeits are found, you might be asked for details of the respective purchase, such as a copy of the invoice relating to the illicit goods.
- If counterfeits are found, HP might also ask you if we can involve local authorities; this is only done at your discretion.

## Protect future purchases of HP products

- Don't buy again from a vendor that has provided you with counterfeits.
- HP recommends to only purchase from trustworthy traders, such as e.g. HP Qualified Partners.
- Learn more about purchasing safely in [HP's ACF Buying Guide](#), which sums up important tips to avoid falling victim to fakes.

<sup>1</sup> Customer Delivery Inspections (CDIs) are a non-binding invitation by HP, available in selected countries. | <sup>2</sup> Approx. values; feedback from HP customers based on an ongoing global online survey of corporate customers that had HP perform an ACF Customer Delivery Inspection; survey launched by HP's ACF Program in 2017; results as of April 2021.

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