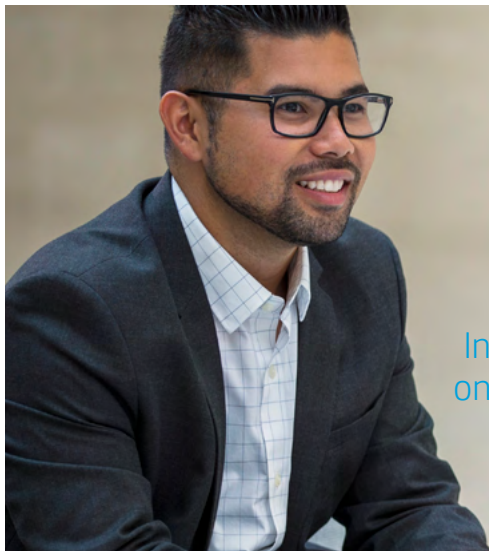




Anti-Counterfeit Buying Guide

Information for corporate customers
on how to avoid counterfeit cartridges
and computing products



When inviting tender bids or purchasing products for your company, you should be alert to the threat of counterfeiting. HP and our partners want to help protect you from this threat with the guidance below.

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The risks of counterfeits

Counterfeiting is illegal, and fake cartridges and computing products can pose serious threats. While counterfeits might look like HP originals, they are usually of poor quality. To help protect your organization from counterfeiting, HP provides dedicated anti-counterfeiting guidance and support.

CONTACTS

hp.ams.anticounterfeit.program@hp.com
hp.com/anticounterfeit

COUNTERFEITS CAN ENTAIL SERIOUS RISKS:



Poor printouts,
printer damage
and downtime



Extended service
costs for damaged
printers, which are
not covered by
HP's warranty¹



Wasted money
and need for a new
tendering process



Health risks,
e.g. due to
hazardous wiring



Cyber security risks,²
e.g. as the chip on a
fake cartridge could
contain malware



Unwitting dealings
with criminals

Protect your company

Make sure you stay clear of counterfeits. HP recommends the following actions for purchasing original HP products:



Only accept products in unopened original packaging; do not give back empty packaging.



Beware of suspiciously low prices and too-good-to-be-true offers.



Only buy from trusted vendors such as HP Qualified Partners.



Avoid counterfeits when buying HP printing supplies

Specifically for safely purchasing HP ink and toner cartridges, HP also recommends these tips:

CHECK THE SECURITY LABEL

- Tilt the box front to back/left to right to see the “HP” and “✓” symbols move in opposite/same directions, respectively.
- Scan the label's QR code with your smartphone to validate it online.
- All original HP toner and PageWide cartridges carry a security label, as do selected HP ink cartridges.



PURCHASE SAFELY

- Clearly ask for “original HP cartridges” and specify which products you want.
- Emphasize that the vendor must not deliver any “equivalent” products.
- Ask for references, such as an HP Partner certificate.
- Ask the vendor to certify that all delivered products are genuine HP.
- Stress that counterfeiting might be reported to the authorities.



GET HP'S FREE SUPPORT

- If suspicious about large/mid-sized deliveries, request a **free ACF Customer Delivery Inspection (CDI)**³ by HP's experts, at: hp.com/anticounterfeit.
- To get support with smaller deliveries³, contact HP's Bid Recovery team for dedicated assistance, at hp.ams.anticounterfeit.program@hp.com or via hp.com/anticounterfeit.



Learn more at
hp.com/anticounterfeit

¹ The HP Worldwide Limited Warranty states: “The use of a non-HP or refilled cartridge does not affect (...) the HP Limited Warranty to the end-user customer (...). However, if printer or print head failure or damage is attributable to the use of a non-HP or refilled cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage (...).” Further details might be available in relevant individual warranty statements, if appropriate. | ² For more details, please see hp.com/go/suppliesthatprotect | ³ Non-binding invitation by HP, only available in selected countries

