

# Avoid buying fakes in your bidding processes



Recommendations for enterprises and public-sector customers

July 2022

Corporate customers purchasing printing supplies in a bidding process can be a relevant target for counterfeiters. Fraudsters might thus mask selling numerous fakes in one go. Take action now and avoid illegal and often low-quality counterfeits!



## 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 bidding process
- 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 in your bidding process. HP recommends the following actions to safely purchase original HP cartridges:



### 1. WHEN STARTING A BIDDING PROCESS, GIVE CLEAR TERMS

↓ Simply tick the boxes for covered issues

- Specify exactly which products you want to buy, listing individual product numbers.
- Ask vendors to certify that all delivered items are genuine HP and to provide a detailed list of all products.
- Request references from vendors, such as an HP Partner certificate.
- Declare that you only accept products in unopened original HP packaging.
- 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.
- Refrain from suspicious product descriptions such as alleged 'HP' products characterised as, e.g., 'factory tested' or 'bulk packaging'.
- Check the HP product numbers given in bids and verify that these numbers and volumes exactly match your request.



## 3. UPON DELIVERY, EXAMINE THE PRODUCTS

- 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.
- Keep all relevant documentation, such as tender quotes, invoices, etc. for further reference.



## 4. IF SUSPICIOUS, REQUEST SUPPORT FROM HP

- Store any suspicious products 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.
- Request a [free Customer Delivery Inspection \(CDI\)](#)<sup>2</sup> for suspicious printing supplies shipments - HP experts can check suspicious cartridge deliveries at your convenience, on site at your premises or remotely via the Internet.

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

<sup>2</sup> Customer Delivery Inspections (CDIs) are a non-binding invitation by HP, available in selected countries.