

Avoid buying fakes in tenders



Recommendations for enterprises and public-sector customers

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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 risks¹, 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 procurement process. HP recommends the following actions to safely purchase original HP cartridges:



1. WHEN ISSUING A TENDER, FIVE 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.
- Request references from vendors, such as an HP Partner certificate.
- Declare that you only accept products in unopened original HP packaging.
- Exclude alleged “grey market” or “parallel imported” goods sold from outside your country.
- 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 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 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. Importantly, tilt the box front to back/left to right, to see the "HP" and "✓" symbols move in opposite/same directions, respectively.
- Scan the QR code on the HP security label with your smartphone to validate it online.
- Select HP toners in Asia also carry a Tamper Evident Label; if present, ensure that the label does not show signs of damage, such as appearing torn or shrunk, or exhibiting a "VOID" lettering.
- Check 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

- Request a free Customer Delivery Inspection (CDI)² - 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.

¹ For more details, please see hp.com/go/suppliesthatprotect

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