

# ACF Buying Guide - Avoid Buying Counterfeits



Information for enterprise and public-sector customers  
on how to avoid counterfeit cartridges and computing products

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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.



## 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.

COUNTERFEITS CAN ENTAIL SERIOUS RISKS:



Poor printouts,  
printer damage  
and downtime



Extended service  
costs and  
disrupted  
workflows



Wasted money  
and need for  
a new tendering  
process



Health risks,  
e.g., due to  
hazardous wiring



Cyber security  
risks,<sup>1</sup> 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.
- Refrain from alleged “grey market” or “parallel imported” goods sold from outside your country.
- Only buy from trusted vendors such as HP 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, as well as select HP ink cartridges, carry a security label.

[Watch our ACF Video Tutorial and easily learn more!](#)

## CHECK HP’S TAMPER EVIDENT LABEL

- Select HP toners also carry a Tamper Evident Label on the tear strip.
- If present, check that this label does not show any signs of damage.
- In particular, be alert if it appears torn or shrunk, or if it exhibits a “VOID” lettering.



## PURCHASE SAFELY

- Emphasize that the vendor must deliver the exact products ordered.
- Ask for references, such as an HP Partner certificate or an HP ACF audit result letter.
- Ask the vendor to certify that all delivered products are genuine HP.
- Stress that counterfeiting might be reported to the authorities.

## GET HP’S SUPPORT

- If suspicious about large or mid-sized deliveries, request a free ACF Customer Delivery Inspection (CDI)<sup>2</sup>, an expert check carried out on-site or on-line.
- For a CDI, please note that no boxes should be opened beforehand, as opened boxes will not be inspected.



## Get HP’s support

Learn more about counterfeiting and CDIs; or simply contact HP to report a suspicion at: [hp.com/go/anticounterfeit](https://hp.com/go/anticounterfeit)



### REQUEST A CDI:<sup>2</sup>

Contact HP for a free Customer Delivery Inspection (CDI),<sup>2</sup> carried out at your convenience on-site or remotely.

Scan the code or visit: [reinvent.hp.com/GAAntiCounterfeit\\_SG](https://reinvent.hp.com/GAAntiCounterfeit_SG)

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

<sup>2</sup> Non-binding invitation by HP, only available in selected countries.

