

ACF Customer Delivery Inspections: HP offers you protection against fakes



User Guide for customers

The HP Anti Counterfeiting and Fraud (ACF) Programme for channel partner and customer protection in EMEA

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CDI resources

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HP's anti-counterfeit Customer Delivery Inspections (CDIs) are an effective way of protecting HP's valued clients from poor quality fakes, which can pose considerable threats to your business. Large and medium-sized customers can request these free on-site inspections if there is a suspicion that counterfeit products are included in the delivery. Here's what you need to know.

What are Customer Delivery Inspections?

- With the CDIs, HP offers its customers a unique protection service helping them to avoid potential counterfeits. Fake printing supplies can pose serious threats to the clients' businesses, including printer damage and interruption of workflows
- Upon request, HP ACF product experts will inspect **large or medium-sized deliveries of printing supplies** which are suspected to contain counterfeits
- HP staff, HP Channel Partners and customers themselves can request an inspection by completing a CDI Request Form, available in various languages ([Arabic](#), [English](#), [French](#), [German](#), [Italian](#), [Portuguese](#), [Russian](#), [Spanish](#), [Turkish](#))
- The inspections are carried out at the customer's premises at their convenience and **do not incur any costs** for the customer

How can you request an inspection?

- Customers can request an inspection if they notice **suspicious bids in tenders or believe a delivery to contain suspicious products**
- To request an inspection, **it is mandatory** to complete the relevant **CDI Request Form** ([Arabic](#), [English](#), [French](#), [German](#), [Italian](#), [Portuguese](#), [Russian](#), [Spanish](#), [Turkish](#)) and submit it to HP ACF Programme
- The ACF Programme will review the Inspection Request Form and if the suspicion is deemed to be credible, it will arrange a **product inspection at no cost** to the customer, at a time that is convenient for the customer
- HP recommends that the customer should neither send back any products to the supplier nor inform the supplier about the inspection before the CDI is conducted. In addition, customers should consider postponing payments to the supplier until the inspection result is available.

What happens during an inspection?

- After the inspection request is sent to the ACF Team, a CDI Inspector will contact the customer to arrange a convenient time for the inspection
- If HP decides to check the products on-site, the Inspector will examine all suspicious HP products at the customer's premises
- If counterfeits are suspected, the Inspector will ask for the name of the supplier and a copy of the proof of purchase

How are inspections followed up?

- The ACF Programme will provide a scanned version of the written 'Report of Findings' to the customer generally within 48 hours of the inspection. The hard copy of the written report will be sent by mail at the same time (registered mail, if available).
- Should counterfeits be found, the customer is asked to not buy from that vendor again. Instead, genuine products are recommended to be bought directly from HP or through local HP Partner First resellers.
- HP recommends that the customer considers allowing HP to involve local authorities if counterfeits have been found. However, HP leaves the decision to the discretion of the customer. In the event that the customer wants to pursue complaints against the supplier, HP will be glad to assist.
- More information about how to avoid counterfeits can be found in the [ACF Buying Guide](#) and the [ACF Guide for Corporate Customers](#) which can be downloaded from our website (hp.com/go/anticounterfeit). You can also find a list of HP Channel Partners in your region on the site.

Summary of CDI actions for you

1. Fill in and submit the [CDI Request Form](#) if you receive a suspicious delivery
2. Provide as much information as available via the form and when contacted by the CDI Inspector
3. Follow up with HP regarding the inspection results and for a list of trusted HP Partner First resellers to consider for future purchases
4. Download and read the [ACF Buying Guide](#) and [ACF Guide for Corporate Customers](#) from our website



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