

CDI Request Form for HP customers: Uncover counterfeit cartridges



Request a Customer Delivery Inspection (CDI) for suspicious deliveries

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

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Make sure you get what you pay for: If you suspect your large or mid-sized cartridge delivery contains fakes or fraudulent products, request an on-site check by HP's ACF experts. Just complete and submit this form; if your request is approved, the HP ACF Programme will arrange a free inspection.



To learn more about HP's Customer Delivery Inspections, please refer to the CDI User Guide. In addition, handy information is available on [HP's ACF web pages](#).

Provide details of your request

Please note: mandatory fields are marked*

Deal details

*Approximate quantity of cartridges:

(enter 0 when no respective cartridges are in the delivery)

<input type="text"/>	HP ink cartridges
<input type="text"/>	HP toner cartridges
<input type="text"/>	Samsung toner cartridges

*Approximate date of delivery:

*Reason for suspicion:

*Name of the supplier:

*Supplier address:

Supplier phone number:

Supplier contact person:

Additional information:

Your details

*Your name:

*Company:

*Street address + city:

*Country:

*Email address:

*Phone number:

Submit your request

Click the button below to automatically generate an email to customerinspections@hp.com for submitting the completed form.

If available, please attach digital photos of all six sides of a suspicious cartridge box and a close-up of the security label (if present) to the email before sending. Then send the automatically-generated email – and HP's ACF experts will be in touch with you shortly.

The HP ACF Programme will evaluate your request and decide whether a CDI can be conducted. Please note that in order to make the free service viable, only large and mid-sized deliveries can be inspected on-site.

Learn more
hp.com/go/anticounterfeit

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EMEA = Europe, the Middle East and Africa

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