



How to report suspicions to HP's ACF Programme

Get our experts' support and fight back counterfeiting and fraud

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By reporting suspicious products and offers, you help HP's ACF experts to curtail irregular illegal business.

Thank you for your support!



If customers are suspicious about a large/mid-sized cartridge delivery, then request a free Customer Delivery Inspection (CDI), where an HP ACF expert will visit then on-site to check the delivered products for counterfeit and fraud.



If suspicious about grey market toner cartridges, or other forms of irregular trade in original HP toner cartridges, then please include photos of the security labels of various products in your report. The photos should legibly show the bar code on the label.

1) Choose your reporting channel



Email

Send your report to:
emea.anti-counterfeit@hp.com



Web

Visit hp.com/go/anticounterfeit and click on 'Report counterfeit'



Further ways

Find a local hotline or contact us via [mail](#).

Reports are possible in any language

2) State basic facts

- Explain the reason(s) for your suspicion (e.g. suspiciously low price, worn packaging)
- Provide the name and contact details of the seller, if available to you

3) Attach photos

- Include sharp digital photos of **all six sides of a product's packaging** as well as a **close-up of a security label** (if present) and a picture of a product itself, if possible
- Make sure that the photo file size is around 500 KB each
- Wherever possible, please use daylight or a well-lit room, and refrain from using a camera flashlight



4) Submit your report

- Send your information to our ACF experts, who will review your report and take appropriate follow up action
- Potential follow-up actions can include related enquiries, assisting enforcement authorities during raid actions, or e.g. raising civil and criminal cases, if/as appropriate

Example photos for reporting a toner cartridge

Learn more at
hp.com/go/anticounterfeit