

Check Samsung cartridges for signs of counterfeiting

Anti-counterfeiting guidance on Samsung-branded toner cartridges

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Check essential indicators and spot potential counterfeits

1) Examine the security label

Samsung toner cartridges always carry a security label – either an HP or a Samsung branded label.

If the cartridge has an HP branded security label:

- Examine the holographic features: Tilt the box front to back/left to right to see if the 'OK' and '✓' symbols on the label move in opposite/same directions, respectively.
- Specifically for customers: Validate the QR code with a smartphone via hp.com/go/ok.

If the cartridge has a Samsung branded security label:

- Tilt the box to see if the label's colour changes from yellow to green. At the same time, the embossed characters should change their colour between red, gold, and blue when viewed from different angles.
- Feel the embossed characters. Moving your fingertips over these characters, you should feel their noticeable texture.

2) Look at the packaging

The packaging used for original Samsung cartridges is of consistent and premium quality. Examine the box for these signs of possible counterfeiting:

- Spelling or printing mistakes
- Faded print, poor quality, or wear and tear
- Signs that the box was opened and re-sealed, e.g. excessive glue

3) Check the cartridge

Original Samsung-branded cartridges are always delivered unused. There should be no damage, scratches, or signs of previous use on the cartridge itself.



Report your concerns

To protect Samsung-branded printing supplies, HP is pushing ahead its anti-counterfeiting (ACF) efforts. Please contact HP's ACF experts in any language if you are suspicious.

Email

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

Web

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

Other

Find a [local hotline](#) or consult a [local reseller](#).

The HP Anti Counterfeiting and Fraud (ACF) Programme in EMEA¹ is active to protect channel partners and customers.

On September 12, 2016, HP Inc. announced a definitive agreement to acquire Samsung Electronics Co., Ltd.'s printer business and the acquisition was completed on November 1, 2017. HP Inc. creates technology that makes life better for everyone, everywhere. Through our portfolio of printers, PCs, mobile devices, solutions, and services, we engineer experiences that amaze. More information about HP (NYSE: HPQ) is available at <http://www.hp.com>.

¹ EMEA = Europe, the Middle East and Africa