



# Check Samsung cartridges for signs of counterfeiting

## Anti-counterfeiting guidance on Samsung-branded toner cartridges

June 2018

HP distributes Samsung-branded printing supplies as of November 2017 and is pushing ahead its anti-counterfeiting (ACF) protection for these cartridges. Learn here how to spot potential fakes.

### Check essential indicators and spot potential fakes

#### 1) Examine the security label

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

##### If the cartridge has an HP 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.
- Validate the QR code with a smartphone via [hp.com/go/ok](http://hp.com/go/ok).

##### If the cartridge has a Samsung 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 suspicions

If you have suspicions about a product, send your information to our ACF experts. Report in any language via one of these channels:



Email

Send your report to:  
[emea.anti-counterfeit@hp.com](mailto:emea.anti-counterfeit@hp.com)



Web

Visit [hp.com/go/anticounterfeit](http://hp.com/go/anticounterfeit)  
and click on 'Report counterfeit'



Further  
ways

Find a local hotline or  
contact us via [mail](mailto:emea.anti-counterfeit@hp.com).

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