

Avoid counterfeit print cartridges



A toner and ink buying guide

Counterfeit toner and ink can result in lost revenue and time. This guide is meant to alert you to the dangers of counterfeit products and provide you with some tips on spotting fraudulent supplies.

The risks of counterfeits

Counterfeit printer cartridges are packed in forged HP packaging to mislead customers. Using counterfeits can cause costly and damaging problems such as:

- Poor quality prints
- Printer malfunctions and costs to repair damaged devices
- Personal health risks due to unsafe wiring in fraudulent computing products
- Invalidation of hardware warranty
- Money wasted on replacing fake cartridges
- Supporting illegal criminal organisations

Protect your company

Through our dedicated HP Anti-counterfeit and Fraud Program, we're working to protect businesses like yours from the problems that result from counterfeit supplies. Here are some simple guidelines to follow when conducting tenders so you can purchase Original HP Supplies with confidence.

- **Be wary of dubious sales methods** such as bulk sales on online auction sites and dramatically reduced prices
- **Buy only from authorised HP sales partners** to avoid falling victim to counterfeiting
- **Explicitly ask for Original HP products** when purchasing or tendering



Four easy ways to spot fakes

1. Mobile authentication



Scan the QR code with your smartphone to validate as authentic HP.

2. Security seal label



Tilt the security seal for the presence of a shifting image.

If your seal matches the description then it is a genuine HP cartridge or long-life consumable:

1. The **hp** and '✓' move in **OPPOSITE** directions when the box is tilted front to back
2. The **hp** and '✓' move in the **SAME** direction when the box is tilted right to left

Customer delivery inspection²

If you'd like to ensure your deliveries don't contain fakes, or you notice suspicious bids in a tender, you can request a Customer Delivery Inspection. Learn more at hp.com/go/anticounterfeit

3. Online



To validate, visit hp.com/go/ok and enter the serial number from the label.

4. Tamper Evident Label¹



Original (untampered)

Tampered using heat

Tampered using water

Look for these signs that indicate your box may have been tampered:

- If the sticker is torn, the lines in the pattern do not match
- If the sticker is shrunk, it has been tampered using heat
- If the sticker has a "SEAL IS VOID" text, it has been tampered using water

Contact us

Anonymously report possible counterfeits to the HP Anti-counterfeit and Fraud Program to help keep illegal products off the market.



hp.com/go/anticounterfeit



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¹ Only for selected countries and products.

² Only available in selected countries.

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