



ACF Customer Delivery Inspections: Protect your organisation from fakes



Submit our brief CDI Request Form in case of counterfeiting suspicions – and HP's experts will be in touch with you shortly.¹






CDI User Guide for corporate customers

HP's anti-counterfeit Customer Delivery Inspections (CDIs)¹ are an effective, free-of-charge way to safeguard your organisation from risky, poor-quality fakes. Public-sector and enterprise customers suspicious about a delivery of HP printing supplies, including Samsung-branded cartridges can request such a free inspection – which can be conducted on-site or remotely.

THE HP CDI SERVICE OFFERS UNIQUE PROTECTION AGAINST FAKES

Upon request, HP ACF experts will inspect suspicious **large or medium-sized deliveries** of HP printing supplies (including Samsung-branded cartridges) for illicit products – **at no cost** to you.

Step by step – a CDI in a nutshell:

-  Submit the handy [CDI Request Form](#); store any suspicious deliveries separately.
-  An HP expert will contact you to schedule a convenient time for the CDI – on site at your premises or as a Remote CDI via the Internet.
-  HP's expert will examine all suspicious HP products. If fakes are found, you might be asked for details, such as a copy of the invoice.
-  After the CDI, HP will provide you with a Report of Findings.
-  In case of findings, HP recommends customers to take follow-up actions at their discretion.



Customers are convinced of CDIs²

98%

would recommend CDIs to other customers

98%

say CDIs work smoothly and without much effort

97%

say CDIs effectively protect them against fraudsters



Learn more about CDIs in just a few minutes with the [CDI Video Tutorial](#)

Easily request a free CDI

- In case of suspicious tender bids or printing supplies deliveries, quickly request a CDI by submitting the brief [CDI Request Form](#), available in multiple languages. Alternatively, you can ask your HP contact or HP Partner to request the CDI on your behalf.
- Please store the delivery to be inspected separately. Also, please do not inform the supplier about the CDI and do not return any products. If possible, consider postponing payments until after the CDI.
- HP's ACF experts will review your CDI request and, if deemed appropriate, an HP ACF expert will contact you to arrange for a convenient time for the inspection.
- Depending on availability and your preferences, HP selects the way the CDI is carried out: Next to on-site inspections, this includes Remote CDIs via the Internet, where you generally attend a live video call with a trained ACF expert. Alternatively, you might be asked to send in photos or to provide products at a convenient drop point.



Take immediate action in case of counterfeiting – see what you can do in the handy [CDI Follow-up Guide](#)

Enjoy HP's hassle-free inspection service

- During a CDI, a certified HP ACF expert thoroughly checks your delivery for illicit products. These experts generally are employees of trusted service providers contracted by HP.
- After the CDI, HP provides you with a Report of Findings, first as a scanned version (generally within two to three working days³ of the inspection) and subsequently as a hard copy sent by mail.
- If counterfeits are found, you might be asked for details of the respective purchase, such as a copy of the invoice relating to the illicit goods.
- If counterfeits are found, HP might also ask you if we can involve local authorities; this is only done at your discretion.



Download numerous handy resources and guides on counterfeiting in your preferred language at hp.com/anticounterfeit

Protect future purchases of HP products

- Don't buy again from a vendor that has provided you with counterfeits. Instead, HP recommends to only purchase from trustworthy traders, such as e.g. local HP Authorized Partners.
- Learn more about purchasing safely in [HP's ACF Buying Guide](#). And see how you can safely conduct tenders and bulk purchases with [HP's ACF Tender Tips](#).
- For details on how to spot and avoid potential counterfeits, please also refer to the comprehensive [ACF Guide for Corporate Customers](#).

¹ Customer Delivery Inspections (CDIs) are a non-binding invitation by HP, available in selected countries. | ² Approximate values; feedback from HP customers based on an ongoing online survey of corporate customers that had HP perform an ACF Customer Delivery Inspection; survey launched by HP's ACF Programme in 2017; results as of April 2021. | ³ Please note that in some cases, e.g. if additional product checks might be needed, the Report of Findings might be provided at a later point in time.

