

The HP Anti Counterfeiting and Fraud (ACF) Programme for channel partner and customer protection in EMEA¹



Take action if you are sold counterfeit cartridges

Recommendations for corporate customers

React now if counterfeits of HP printing supplies² are identified in your HP Customer Delivery Inspection (CDI)! HP is glad to support you and recommends taking the following steps.

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Immediate actions – take these crucial steps now

Counterfeit cartridges are illegal and can come with many risks for your company – including damage to your printers with interrupted workflows and increased service costs.



Do not put up with being cheated

Do not agree to being sold fake goods and do not make use of the products. If possible, decline payment and/or reclaim any payments already made.



Involve local authorities

Counterfeiting is illegal, and often authorities will seize the illicit products and initiate action against the vendor. At your request, HP will contact the officials for you.



Do not return counterfeit goods

Please do not give back the fakes – the fraudster might just pass them on to another unwitting victim! While HP cannot compensate for fake products, HP might be able to assist should you decide to act against those that tried to cheat you.



Take legal action

As selling fakes is illegal, you might be able to proceed against the seller, e.g. to get damages or to reclaim payments. HP can support your legal actions as product expert witness.



Get original HP products

Replace the illicit products with HP originals. HP recommends buying from a trusted vendor such as an HP contracted partner and will be glad to support you.



Contact HP in case of questions

Please contact us for support, our experts will be glad to help. Any information that you provide will be handled with discretion³ – at the same time, it can help protect other customers from counterfeiting.

Protect your future purchases of HP cartridges

Avoid being cheated in future tenders or purchases: make sure to safely buy original HP cartridges.

- > **Exclude suspicious suppliers** from future purchases and tenders; and avoid too-good-to-be-true offers.
- > **Use the tendering and purchasing tips** detailed in HP's [ACF Buying Guide](#) and explicitly request original HP supplies.
- > **Buy from trusted vendors** such as HP partners and ask for additional references such as an HP partner certificate or an HP ACF audit letter.
- > **Check the shipment for signs of counterfeiting** using the step-by-step guidance in the in-depth [anti-counterfeit guide for corporate customers](#).

Anti-counterfeiting tools for you
[ACF Buying Guide](#)
[ACF guide for corporate customers](#)
[ACF Counterfeiting Essentials](#)
[Video on how HP protects its customers](#)

Contacts
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¹ EMEA = Europe, the Middle East and Africa. ² 'HP printing supplies' refers to HP-branded as well as Samsung-branded supplies products.

³ HP will keep the information confidential to the extent permitted by law and will only share it on a need-to-know basis.