



# Avoid buying fakes when conducting tenders

Recommendations for corporate customers

Tenders of public sector customers and enterprises can be a target for counterfeiters. In tenders, fraudsters might sell numerous fakes in one go and easily mask their illegal dealings. Do not put up with being sold illegal, often low-quality and risky counterfeits of HP products! Take action now to protect your tenders.

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## Counterfeit products are a serious threat

Using fake products can entail several substantial risks to corporate customers, such as:

- > **Unwitting dealings with criminals**, and need to start over with the tendering process
- > **Damage to printers** in case of fake printing supplies, with service costs and disruption of workflows



- > **Wasted money for malfunctioning goods** and complaints directed at purchase departments
- > **Serious health and safety hazards** in case of fake computing products, e.g. due to hazardous wiring

## Checklist to ensure a safe purchase of HP originals

To avoid falling victim to fraudsters, companies can implement several robust steps when tendering. HP recommends the following actions for purchasing original HP products:



### 1. When issuing a tender, give clear terms

↓ Simply tick the boxes for covered issues

- Be specific:** Specify exactly which products you want to buy, by listing individual product numbers.
- Insist that vendors certify in writing** that all delivered items are genuine and that they provide a list of all products to be delivered, including respective product numbers.
- Declare that you only accept products in original packaging**, and that all packaging has to be unopened.
- For EEA and CH: Exclude grey market** or parallel imported products, i.e. products that have been imported from outside the EEA and Switzerland without HP's authorisation. Parallel imports constitute an infringement of intellectual property rights in EEA and CH.
- Request references** from vendors, such as e.g. an HP partner certificate or an HP ACF audit letter, which HP partners receive after passing an HP Channel Partner Protection Audit (CPPA).
- Deter fraudsters from bidding on your tenders:** Stress that you may ask manufacturers, such as HP, to check delivered products and/or their serial numbers, that you might involve local authorities if products are fake, and that you reserve the right to withhold or decline payment for any counterfeit products.



## 2. When checking bids, refrain from dubious offers

- Avoid too-good-to-be-true offers** and other suspiciously attractive deals and conditions.
- Verify vendor data**, such as company address and tax number; sellers with incomplete or missing data might be a reason to turn suspicious.
- Refrain from unusual modes of payment**, such as payment by cash on delivery or splitting of orders into a mix of expensive and free-of-cost instalments.
- Refrain from suspicious product descriptions** such as allegedly new 'HP' products offered exclusively by a vendor, or products characterised as e.g. 'factory tested' or 'bulk packaging'.
- Check the HP product numbers** given in quotes and verify that these numbers and volumes exactly match your request.



## 3. Upon delivery, examine the products

- Refer to the ACF guide for corporate customers** for handy step-by-step guidance on how to check HP products for signs of counterfeiting.
- Check the security labels** on HP cartridges as an important initial step.
- Check the packaging**, which should be unused, undamaged, and of high quality.
- Follow all further steps** for checking HP cartridges, as detailed in the ACF guide; to detect suspicious products, it is important to check for all listed signs of counterfeiting.
- Keep all relevant documentation**, such as tender quotes, invoices, etc. for further reference.



## 4. If suspicious, request support from HP

- Store any suspicious products separately** from other deliveries until confirmed as genuine.
- Withhold payment** until suspicious deliveries are confirmed as genuine, if possible without adverse effects.
- Request a free Customer Delivery Inspection (CDI)** of suspicious printing supplies shipments via our [brief CDI request form](#) – HP can send an ACF product expert to check mid- to large-sized cartridge deliveries on-site at your premises, at your discretion and convenience.

Learn more at  
[hp.com/go/anticounterfeit](https://hp.com/go/anticounterfeit)

<sup>1</sup> Only within the EEA and CH; EEA = European Economic Area (European Union (EU) + Iceland, Liechtenstein, Norway), CH = Switzerland. Please note that grey marketing is illegal in many countries/territories, including the EEA and CH. For clarity, cross-border sales of legitimate HP products within the EEA and CH are not considered grey marketing.

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[emea.anti-counterfeit@hp.com](mailto:emea.anti-counterfeit@hp.com)

[hp.com/go/anticounterfeit](https://hp.com/go/anticounterfeit)

