



Important: counterfeit HP toners in circulation

Dear ,

As we hope you already know, as a valued customer of our web shop, we at 123ink value transparency and honesty when it comes to the delivery of our products. Even if we have to impart bad news on this occasion, we take our responsibility very seriously. For this reason, we hereby inform you of an issue that may affect the original HP toner(s) you recently purchased from us.

It has just come to light that **very good counterfeit HP toners** are circulating on a large scale in Europe. These toners are so good that even our warehouse staff and our official distributors couldn't distinguish them from the real thing. As a result, at least seven different European suppliers unknowingly shipped counterfeit HP toners to us recently.

Sister-companies we deal with in Ireland, Poland, Spain and Sweden have also found counterfeit HP toners in their stock. These colleagues also source their stock from local suppliers. In addition, test orders we placed with several competitors in different European countries resulted in counterfeit HP toners being received from some of them. This tells us that it's not just a problem in the Netherlands or at 123ink, while news sources from the market indicate that this is a major European problem.

Of course, we took immediate action and checked all HP toners in our warehouses for counterfeits. In our Dutch warehouses, we found one or more counterfeits among 33 different HP toner models. In our sister-companies, another 23 models were found, bringing the total number of counterfeit HP toner models to at least 56. Naturally, we immediately removed these toners from our stock to prevent them from being delivered to customers.

Models

As far as we can tell to date, at a European level, at least 56 models from 12 different colour series and 9 mono toners are involved. This concerns:

Colour series

HP 125A, HP 128A, HP 130A, HP 131A, HP 201A, HP 203A, HP 205A, HP 304A, HP 305A, HP 307A, HP 410A/X, HP 507A and HP 508A.

Black toners for mono printers

HP 05A (CE505A), HP 26A (CF226A), HP 26X (CF226X), HP 55A (CE255A), HP 55X (CE255X), HP 78A (CE278A), HP 80A (CF280A), HP 87A (CF287A) and HP 90 (CE390A).

2023

As far as we can tell, these counterfeit HP toners entered the market and were distributed during 2023. However, this cannot be stated with 100% certainty, which is why we're notifying you if you ordered original HP toner from us prior to 2023. And of course, even if you ordered HP toners from a competitor in the meantime this information may be important to you.

How do you recognise a counterfeit HP toner?

Counterfeit HP toners are deceptively accurate replicas and are almost indistinguishable from originals. The packaging is almost identical, the unique security hologram indicates an official HP product and even after installation you won't get an error message. Further, the printer security software indicates that an original HP product has been installed. We know how to identify the counterfeits from the packaging but it is quite complicated and not easy to explain simply in a letter like this.

So how do you recognise counterfeit HP toners? You can't tell from the packaging or the printer software that it is a counterfeit but you can tell from the toner itself. These counterfeits are in fact empty used original HP toners that have been taken apart and refilled. You can usually recognise these counterfeit HP toners by the so-called filler hole that's been sealed with a plastic cap (see photos).



Do you still have toners from any of the models listed above in an unopened box? You can only see the fill-hole if you unpack it. Of course, this doesn't affect your right to a replacement if it turns out to be counterfeit. Unpacking won't affect the product and/or the guarantee in case it turns out to be a genuine HP toner either. Once you've checked, you can put the toner back in the packaging until you need it.

Is your toner counterfeit?

In all likelihood you've received an ordinary, genuine HP toner from us. However, if you believe that you've received a counterfeit HP toner, please contact our customer service team on klantenservice@123inkt.nl.

Due to the gravity of the situation, we've formed a special customer service team that can answer your questions regarding counterfeit HP toners. In order to help you and others with specific questions quickly and efficiently, we ask you to contact our customer service team email rather than by phone.

Would you prefer to speak to an employee? Our product specialists are glad to help if you call the phone number we've specially created for this situation: 0294-787120. From Monday to Friday, they're available from 9am till 5:30pm.

We'd appreciate it greatly if you'd send queries by e-mail with the information below:

- your customer number;
- which toner model you received;
- why you think it's a counterfeit HP toner;
- several photos of the toner and packaging.

The more specific your information is, the better we can assess whether it is a counterfeit in your case and the faster we can initiate the return process for you so that we can exchange the counterfeit HP toner for a genuine HP one as soon as possible.

More information can be found at (www.123inkt.nl/HP-vervalsingen).

Thank you for your understanding and I hope you enjoy your weekend (hopefully you spend time doing something fun, besides checking your toners 😊)!

Gerben Kreuning (M.D. 123inkt)

PS If you discover a counterfeit HP toner and haven't bought it from us, please contact HP or the relevant point of sale.

