

HP and Euroconsumers settlement on Dynamic Security: all you need to know

Under the agreement reached between HP and Euroconsumers, HP has agreed to establish a fund of up to USD 1,350,000 for payment of compensation to certain HP printer owners for losses allegedly suffered as a consequence of being unaware that their printers were enabled with Dynamic Security, which would limit their printers' functionality when using third party cartridges with non-HP chips or circuitry.

Consumers in Belgium, Italy, Spain and Portugal are eligible to receive settlement compensation from the fund if they own or owned an HP printer model listed below between September 1, 2016 and November 17, 2020:

Printer model	Cartridges
HP Officejet Pro 6230	HP 934 / 935
HP Officejet Pro 6830	
HP Officejet Pro 6835	
HP Officejet Pro 8610	HP 950 / 951
HP Officejet Pro 8615	
HP Officejet Pro 8620	
HP Officejet Pro 8630	
HP Officejet Pro X476dn MFP	HP 970 / 971
HP Officejet Pro X576dw MFP	
HP Officejet Pro X451dn	
HP Officejet Pro X451dw	
HP Officejet Pro X551dw	

Printer model	Cartridges
HP OfficeJet 6950/6951	HP 903
HP OfficeJet Pro 6960	

HP OfficeJet Pro 6970	
HP OfficeJet Pro 8710/8715/8718/8719	HP 953
HP OfficeJet Pro 8720/8725	
HP OfficeJet Pro 8730	
HP OfficeJet Pro 8740	
HP OfficeJet Pro 8210/8218	
HP OfficeJet Pro 7720/7730	
HP OfficeJet Pro 7740	
HP PageWide Pro 352	
HP PageWide Pro 377 MFP	
HP PageWide Pro 452	
HP PageWide Pro 477 MFP	
HP PageWide Pro 552/	
HP PageWide Pro 577 MFP	

To receive settlement compensation, eligible consumers in Belgium, Italy, Spain and Portugal must submit via Euroconsumers' organisations a completed Claim Form (starting from September 7, 2022 and by June 6, 2023) providing proof of ownership of the printer and confirming that:

- (a) they were not aware at the time of purchase that their Dynamic Security-enabled printer would restrict the use of certain non-HP cartridges equipped with non-HP chips or electronic circuitry,
- (b) they suffered harm as a result of Dynamic Security blocking one or more non-HP original cartridges between September 1, 2016 and November 17, 2020, and
- (c) they have not been compensated for such harm by the non-HP seller or otherwise.

Consumers can receive a flat settlement compensation varying between 20€, 35€ and 50€, depending on the printer model. Consumers can also receive an additional compensation of up to 45€ if they provide agreed evidence of specific potential losses in excess of the flat settlement compensation amount. Such maximum additional compensation will be limited to, at most, the price paid for one complete set of cartridges for use in the concerned printer. The total settlement compensation

is capped at a maximum of 95€ per claiming consumer/ household. In no event can a claiming consumer or household receive more than 95€.

If, at the end of the claims period, the total value of the claims received exceeds USD 1,350,000, then the value of the individual compensations will be prorated to allow all eligible consumers to recover their pro rata share of the set compensation. However, if the fund established by HP and administered by Euroconsumers still has not been fully spent, then the remaining balance of the fund will be used for the benefit of consumers—including but not limited to pay for campaigns and similar activities with a view of education, formation and awareness on consumers' rights in Belgium, Italy, Spain or Portugal—or for scientific research on reusable, recyclable and naturally degradable materials or on any other environmental related goals.

Consumers in Belgium, Italy, Spain and Portugal must submit the claim form at:

- ✓ www.test-achats.be or www.test-aankoop.be (for Belgian consumers only)
- ✓ www.altroconsumo.it (for Italian consumers only)
- ✓ www.ocu.org (for Spanish consumers only)
- ✓ www.deco.proteste.pt (for Portuguese consumers only)

Consumers can also find full information about their rights and options at www.euroconsumers.org.