

Press Release

07 September 2022

HP and Euroconsumers settled on Dynamic Security

Brussels - September 7, 2022 - A settlement agreement has been reached between Euroconsumers, a cluster of consumer organizations based in Belgium, Italy, Spain and Portugal, and HP Inc.

The agreement pertains to Dynamic Security, a technology HP places on some of its printers and which HP states it uses to protect the quality of its customer experience, maintain the integrity of its printing systems, and protect its intellectual property. Euroconsumers alleged that consumers were not properly informed that Dynamic Security would cause printers to reject certain non-HP replacement ink cartridges equipped with non-original chips or electronic circuitry.

The parties have decided not to proceed further with any legal actions and have reached an agreement amicably. The agreement cannot be considered as an acknowledgement of any fault or wrongdoing by HP nor as an acknowledgement by Euroconsumers of the groundlessness of its claims. Rather, it is a sign of the commitment of both parties to work for the benefit of consumers.

Additional details about this agreement and the procedure to submit compensation claims are available [here](#).