

# EU – GPSR

## HP Contact in EU (responsible person)



Note: The information contained herein is provided for information purposes only and does not constitute legal advice. HP's partners and customers are advised to seek independent legal advice when desired.

### Background

On 23 May 2023, EU Commission published the **General Product Safety Regulation (GPSR, 2023/988)** that will replace the existing ~23 years old **General Product Safety Directive (GPSD, 2001/95)** on 13 December 2024. Both acts aim to ensure the health and safety of consumer products on the EU market. **With GPSR, plenty of new requirements have been developed to regulate new technologies and online selling affecting product safety.** In addition, simplified reporting for potential safety issues by consumers have been established. The existing "Union Rapid Information System" (RAPEX) is modernized and replaced by the Safety Gate Portal, facilitating a single point of contact for communication.

### GPSR and duties for the "Responsible Person"

Article 16 of GPSR identifies duties for a "**Responsible Person for products placed on the Union market**". In simplified words, it includes duties like:

- Products be placed on the market only when an economic operator is established in the Union,
- Products shall reflect manufacturer name and EU contact address, as well as product identification,
- National Market Surveillance authorities shall be supported upon request,
- etc.

### GPSR and duties for "PROVIDERS OF ONLINE MARKETPLACES"

Providers of online marketplaces must act with due care in relation to the content hosted on their online interfaces that concerns product safety, in accordance with obligations specified in Article 22 of GPSR. Clause 9 of this article requires also to offer contact data of Manufacturer / Responsible Person.

### HP Inc. Responsible Person contact data

The HP Inc. "**Responsible Person**" is centrally represented by HP Worldwide Technical Regulations (WTR) team, with following contact data **for safety related** HP product question in the European Union:

For Product Safety topics only:  
HP REG 23010, 08028 Barcelona, Spain  
Email contact: [reg@hp.com](mailto:reg@hp.com)  
For other topics please visit: [support.hp.com](https://support.hp.com)

#### Hints:

- The above Spanish HP address is a "deliverable address" (i. e. legally valid) and avoids street name/number due to space limitations on many product identification labels.
- The above Spanish HP address replaces the former "HP Germany" contact address by mid-2023. For a limited transition time you might find HP products on the EU market that reflects the German address, like: *HP Deutschland GmbH, HQ-TRE, 71025 Boeblingen, Germany*