



Customer Support Information

The [HP Planet Partners Programme for Supplies](#) is your free and easy way to recycle used Original HP ink and toner cartridges as well as Samsung toner cartridges.

By returning and recycling these products, you help give them new life and reduce your own environmental footprint. No returned cartridge ends up in a landfill. They become part of HP's closed loop recycling process.

Your benefits of participating in HP Planet Partners



Quick and easy

Choose between different convenient return options: individual return, bulk returns



Free of charge

No matter if you use postage-paid return envelopes and labels or HP's box delivery & pick-up service – there are no costs for you.



Sustainable and responsible

Corporate customers can prove their efforts for recycling and sustainability with certificates.

Your contact for any issue

If you have chosen and ordered one of our return services and encounter any questions or problems, please contact our customer support team:

- Find the [list of contacts](#) at the end of this document for support in your local language¹.
- Please have your order number available, so our customer support team can track your order.
- Our customer support will liaise directly with HP's logistics partners whenever needed and inform them about any service issues reported by HP customers. HP's logistics partners will then trigger the necessary corrective actions based on the inputs they have received.

Special information for box pick-up orders in France and Spain

In case you need to re-schedule your box pick-up order, you can call UPS directly:

France: 0821 233 877

Spain: 902 888 820















































































































Please have a copy of your original HP order confirmation message at hand, as the UPS call center agent will need the tracking number included in your UPS shipping label (starts with 1Z...) to track your order.

¹ Customer support provided in English for Israel, Saudi Arabia and UAE.



Contact list

Please select your country and call the service hotline or click the mail-button to use the contact form.

| | |
|--|---|
| Austria   0810 00 12 16  | Morocco   +212 520 480124  |
| Belgium (FR)   026 276 130  | Netherlands   020 721 8905  |
| Belgium (NL)   078 150 028  | Norway   81 06 20 15  |
| Bulgaria  n/a  | Poland   0801 520 530  |
| Croatia   +385 1 77 76 175  | Portugal   +351 21 318 00 05  |
| Czech Republic   +420 810 260 260  | Romania   +40 31 131 6204  |
| Denmark   70 11 00 02  | Saudi Arabia   800 844 7827  |
| Estonia   +372 6 813 823  | Serbia   +381 11 2605 652  |
| Finland   0203 03311  | Slovakia   0850 123 958  |
| France   0810 27 27 23  | Slovenia   n/a  |
| Germany   069 2999 3427  | South Africa   0800 981 703  |
| Greece   00800 3315 0443  | Spain   901 900 416  |
| Hungary   06 40 200 647  | Sweden   0771 20 47 22  |
| Ireland   1890 923550  | Switzerland (DE)   0844 198 100  |
| Israel   1 809 45 2899  | Switzerland (FR)   0844 198 100  |
| Italy   848 800 083  | Turkey   0 (212) 375 5059  |
| Latvia   800 8012  | United Arab Emirates   800 017 4762  |
| Lithuania   8 800 10000  | United Kingdom   0207 660 3116  |
| Luxembourg   273 02051  | |