

Consumentenbond takes Samsung to court for its poor update policy for smartphones

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The Consumentenbond (Dutch Consumers' Association) has issued injunctive relief proceedings against Samsung due to its poor software update policy for Android smartphones. According to the Consumentenbond, Samsung is therefore guilty of unfair trade practices.

Bart Combée, director of the Consumentenbond: 'On buying a Samsung Android device, consumers are given inadequate information about how long they will continue to receive software updates. The Consumentenbond is demanding that Samsung provide its customers with clear and unambiguous information about this. Samsung moreover provides insufficient information about critical security vulnerabilities, such as Stagefright, in its Android phones. Finally, the Consumentenbond is demanding that Samsung actually provide its smartphones with updates.'

Demand letter

On 2 December 2015 the Consumentenbond sent a demand letter to Samsung followed by talks with Samsung. This did not lead to the desired result and the Consumentenbond is therefore taking Samsung to court. The Consumentenbond is focusing on Samsung first because Samsung is the undisputed market leader in Android phones in the Netherlands. However, other manufacturers are also failing to provide proper updates for their devices.

'Update!' campaign

In July 2015 the Consumentenbond launched its 'Update!' campaign to encourage manufacturers of Android smartphones to make software updates available and to properly inform consumers about this. A survey by the Consumentenbond showed that 82% of the Samsung phones examined had not been provided with the latest Android version in the two years after being introduced. Software updates are vital to keep smartphones secure and to protect consumers from cyber criminals and the loss of their personal data.

About the Consumentenbond:

Together with consumers, the Consumentenbond strives for honest, fair and safe markets in which consumers find what they are looking for and get what they are entitled to. The Consumentenbond is committed to improving and protecting the rights of all Dutch consumers and takes action with them whenever their rights are at risk. The Consumentenbond is an association with nearly 500,000 members in The Netherlands.