



# LEGAL GUARANTEE

## Minimum two-year legal guarantee for goods sold in the European Union.

Consumers can enforce their rights under the legal guarantee of conformity, for example if the goods:

- do not correspond to the description;
- do not work as expected.

**Sellers are responsible** for any lack of conformity existing at the time the goods are delivered and which becomes apparent during the legal guarantee period. In such cases sellers must offer:

- ✓ free **repair or replacement**;
- ✓ in some cases, a **price reduction** or a **full refund**.

Some countries provide for a longer legal guarantee period. For second-hand goods, a shorter period may apply, but it cannot be less than one year.

To find out more about your rights in a particular country, scan the QR code below or ask the seller.



[europa.eu/youreurope/guarantees](https://europa.eu/youreurope/guarantees)

## What to do if you receive non-conforming goods:

- 1 contact the seller as soon as possible to report the problem;
- 2 provide proof of purchase, such as a receipt, an invoice or a bank statement.

**GARAN** ✓

Sellers and manufacturers may also offer commercial guarantees, which apply independently of the legal guarantee. For example, this GARAN label represents a **commercial durability guarantee** offered by the manufacturer at no additional cost, covering the product as a whole.