



# LEGAL GUARANTEE

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

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

- ✓ do not match the description;
- ✓ do not function as intended.

**Sellers are liable** for any lack of conformity which existed when the goods were delivered, and which becomes apparent within the legal guarantee period. Sellers in such a situation are required to offer:

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

Some countries have a longer legal guarantee period. For second-hand goods, a shorter period may apply, but not less than one year.

For more information on your rights in a specific country, scan the QR code below or ask the seller.



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

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

- 1 Contact the seller as soon as possible to report the issue;
  - 2 Provide proof of purchase, such as a receipt, invoice, or bank statement.
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**GARAN** ✓

Sellers and producers may also offer commercial guarantees, which apply independently from the legal guarantee. For example, you may see this GARAN label representing a **commercial guarantee of durability** offered by the producer at no additional cost and covering the entire good.



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