

ANNEX I

HARMONISED NOTICE ON THE LEGAL GUARANTEE OF CONFORMITY

The design and content of the harmonised notice referred to in Article 1 shall be as follows:



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

What to do if you receive non-conforming goods:

- ❶ Contact the seller as soon as possible to report the issue;
- ❷ Provide proof of purchase, such as a receipt, invoice, or bank statement.



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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Notes:

(1) None of the elements of the harmonised notice can be edited.

(2) The reference colours of the notice are:

a. Blue: Pantone Reflex Blue C, CMYK: C:100% M:80 % Y:0 % K:0 %, RGB: R:0 % G:51 % B:153 % HEX: #003399

- b. Yellow: Pantone Yellow C, CMYK: C:0 % M:0 % Y:100 % K:0 %, RGB: R:255 % G:237 % B:0 %, HEX: #FFED00
 - c. Black: Pantone Black 6 C, CMYK: Black, RGB: R:0 % G:0 % B:0 %, HEX: #000000
 - d. White: Pantone 000C, CMYK: White, RGB: R:255 % G:255 % B:255 %, HEX: #FFFFFF
- (3) The QR code leads to the dedicated language section on the legal guarantee of conformity on the Your Europe portal. The QR code shall be scannable under normal lighting conditions by using a standard mobile device.
- (4) For contracts, other than distance contracts concluded through an online interface, the harmonised notice shall be either in colour (CMYK) or in black and white. The minimum size of the harmonised notice is A4, but may be printed in larger formats (A3, A2, A1).
- (5) For distance contracts concluded through an online interface, the harmonised notice on the legal guarantee of conformity shall be in colour (RGB).
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