



Brussels, **XXX**
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ANNEXES 1 to 2

ANNEXES

to the

Commission Implementing Regulation (EU) .../....

**on the design and content of the harmonised notice of the legal guarantee of conformity
and of the harmonised label for the commercial guarantee of durability**

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:

- 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.

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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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.

Notes:

- (1) None of the elements of the harmonised notice are editable.
- (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 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).

ANNEX II

HARMONISED LABEL FOR THE COMMERCIAL GUARANTEE OF DURABILITY

The design and content of the harmonised label referred to in Article 2 shall be as follows:

GARAN 		
Brand/Trademark	Model identifier	
XX 		
<p>BG Гаранция от производителя в години CS Záruka výrobce v letech DA Producentgarantiens varighed i år DE Herstellergarantie in Jahren EL Εγγύηση παραγωγού σε έτη EN Producer guarantee in years ES Garantía del productor en años ET Tootja garantii aastates FI Tuottajan takuu vuosina FR Garantie du producteur en années GA Ráthaíocht an táirgeora de réir blianta HR Jamstvo proizvođača u godinama HU Gyártói jótállás években IT Garanzia del produttore in anni LT Gamintojo garantija metais LV Ražotāja garantija gados MT Garanzija tal-produttur fi snin NL Producentengarantie in jaren PL Gwarancja producenta w latach PT Garantia do produtor em anos RO Garanția producătorului în ani SK Záruka výrobcu v rokoch SL Garancija proizvajalca v letih SV Tillverkarens garanti i antal år</p>		

GARAN 		
Brand/Trademark	Model identifier	
XX 		
<p>BG Гаранция от производителя в години CS Záruka výrobce v letech DA Producentgarantiens varighed i år DE Herstellergarantie in Jahren EL Εγγύηση παραγωγού σε έτη EN Producer guarantee in years ES Garantía del productor en años ET Tootja garantii aastates FI Tuottajan takuu vuosina FR Garantie du producteur en années GA Ráthaíocht an táirgeora de réir blianta HR Jamstvo proizvođača u godinama HU Gyártói jótállás években IT Garanzia del produttore in anni LT Gamintojo garantija metais LV Ražotāja garantija gados MT Garanzija tal-produttur fi snin NL Producentengarantie in jaren PL Gwarancja producenta w latach PT Garantia do produtor em anos RO Garanția producătorului în ani SK Záruka výrobcu v rokoch SL Garancija proizvajalca v letih SV Tillverkarens garanti i antal år</p>		

Notes:



- (1) The following elements are non-editable fields:
- (I) the title of the label;
 - (II) the visual reminder of the existence of the legal guarantee of conformity;
 - (III) the QR code leading to the following Your Europe portal <https://europa.eu/youreurope/commercial-guarantee-durability/index.htm>
 - (IV) the calendar symbol representing ‘years’;
 - (V) the translation of ‘producer guarantee in years’ in all official languages of the European Union.

The following elements are editable fields:

- (VI) the letters “XX” shall be replaced by the corresponding duration in years of the commercial guarantee of durability offered by the producer;
- (VII) the letters “Brand/Trademark” shall be replaced by the name of the producer that offers the commercial guarantee of durability;
- (VIII) the letters “Model identifier” shall be replaced by the model identifier for which the producer offers the commercial guarantee of durability.

- (2) The reference colours of the label 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) For contracts, other than distance contracts concluded through an online interface, the label has a minimum size of 95 X 100 mm, whereby in accordance with this minimum size of the label, the size of the font for translations is 7 pt, the size of the font for the “Brand/Trademark” and the “Model identifier” are 9 pt, the size of the font for “XX” the number representing the duration in years is 80 pt. When the label is displayed in a larger size, this must be done in its entirety without distorting, modifying, or separating its component elements.
- (4) For contracts, other than distance contracts concluded through an online interface, the harmonised label shall be in colour or in black and white.
- (5) For distance contracts concluded through an online interface, the harmonised label for the commercial guarantee of durability shall be in colour.
- (6) The font, including for the editable fields in the label shall be Inter (Regular, SemiBold, and ExtraBold).
- (7) The QR code shall be scannable under normal lighting conditions using a standard mobile device.

For distance contracts concluded through an online interface, the harmonised label for the commercial guarantee of durability may be displayed using a nested display, as in the figure below:



Notes:

- (1) The letters “XX” shall be replaced by the corresponding duration in years of the commercial guarantee of durability offered by the producer.
- (2) If a nested display is applied, the harmonised label shall appear in its entirety on the first mouse click, mouse roll-over or tactile screen expansion on the harmonised label.