



2025/1960

2.10.2025

COMMISSION IMPLEMENTING REGULATION (EU) 2025/1960

of 25 September 2025

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

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council ⁽¹⁾, and in particular Article 22a(2) and (4) thereof,

Whereas:

- (1) Directive 2011/83/EU, as amended by Directive (EU) 2024/825 of the European Parliament and of the Council ⁽²⁾, aims, among other things, to make consumers more aware of their rights so that they make more sustainable purchasing decisions, and to stimulate both demand for and supply of more durable goods. To this end, Directive 2011/83/EU establishes a harmonised notice on the legal guarantee of conformity and a harmonised label for the commercial guarantee of durability, enabling consumers to make informed decisions.
- (2) While the legal guarantee of conformity and the commercial guarantee of durability are two independent types of guarantees, the harmonised notice and harmonised label are designed to complement each other and include cross-references that highlight the differences between the two types of guarantees. The harmonised notice is a mandatory notice at the point of sale, intended to raise consumer awareness of their legal guarantee rights. In contrast, the harmonised label represents a voluntary commercial guarantee of durability, offered by producers who wish to assure consumers of the durability of their goods.
- (3) Article 5(1), point (e), and Article 6(1), point (l), of Directive 2011/83/EU require traders to provide consumers, before they are bound by a contract or any corresponding offer, with a reminder of the existence of the legal guarantee of conformity for goods. That reminder must contain the main elements of the guarantee, including its minimum duration of two years and a general reference to the possibility that the duration of the legal guarantee of conformity may be longer under national law. That information must be made available to the consumer in a prominent manner, using the harmonised notice referred to in Article 22a(1) and (3) of Directive 2011/83/EU.
- (4) To help consumers better understand their rights regarding the main elements of the legal guarantee of conformity, the harmonised notice should remind them of common situations where they can invoke those rights.

⁽¹⁾ OJ L 304, 22.11.2011, p. 64, ELI: <http://data.europa.eu/eli/dir/2011/83/oj>.

⁽²⁾ Directive (EU) 2024/825 of the European Parliament and of the Council of 28 February 2024 amending Directives 2005/29/EC and 2011/83/EU as regards empowering consumers for the green transition through better protection against unfair practices and through better information (OJ L, 2024/825, 6.3.2024, ELI: <http://data.europa.eu/eli/dir/2024/825/oj>).

- (5) The harmonised notice on the legal guarantee of conformity should remind consumers of the remedies available to them if goods are not conform, and should explain that sellers are liable to provide such remedies under certain conditions. The notice should also include a general reference to the possibility that the duration of the legal guarantee of conformity may be longer under national law. In addition, the notice should contain practical information on the steps consumers can take in situations where they have received non-conform goods and should indicate where they can find additional information.
- (6) In order to ensure that consumers fully understand the difference between the legal guarantee of conformity and commercial guarantees, the harmonised notice on the legal guarantee of conformity should also indicate that sellers and producers may additionally offer commercial guarantees, including a commercial guarantee of durability.
- (7) A good indicator of a good's durability is the commercial guarantee of durability provided by a producer pursuant to Article 17 of Directive (EU) 2019/771 of the European Parliament and of the Council ⁽³⁾. That commercial guarantee of durability is a commitment from the producer to the consumer that the good will maintain its required functions and performance through normal use during a certain period.
- (8) Where a producer offers a commercial guarantee of durability at no additional cost for a particular good, covering the entire good and with a duration of more than two years, and makes that information available to the trader, Article 5(1), point (ea), and Article 6(1), point (la), of Directive 2011/83/EU require the trader selling the good to inform consumers of the existence and duration of that commercial guarantee, while reminding consumers that they also benefit from the legal guarantee of conformity. This must be done in a prominent manner, using the harmonised label referred to in Article 22a(1) of Directive 2011/83/EU.
- (9) Article 22a(5) of Directive 2011/83/EU requires both the harmonised notice on the legal guarantee of conformity and the harmonised label for the commercial guarantee of durability to be easily recognisable and understandable for consumers, while also easy to use and reproduce for traders. To this end, the Commission consulted representative groups of stakeholders and performed a field test with representative groups of consumers, which provided input to the final design and content of the harmonised notice and the harmonised label.
- (10) The harmonised notice on the legal guarantee of conformity and the harmonised label for the commercial guarantee of durability should include a QR code that directs consumers to additional useful information on the Your Europe portal, in compliance with Regulation (EU) 2018/1724 of the European Parliament and of the Council ⁽⁴⁾.
- (11) The QR code on the harmonised notice should direct consumers to more detailed information on their rights under Union law provided by the legal guarantee of conformity, as established by Directive (EU) 2019/771. Since it is important for consumers to be aware of their country-specific rights under the legal guarantee of conformity, the QR code should provide access to Member States' portals where more detailed information is available.
- (12) Given the limited space available on the harmonised label for the commercial guarantee of durability, the QR code on the label should direct consumers to more detailed information. This should explain that the harmonised label represents a commercial guarantee of durability offered by the producer for a particular good, at no additional cost to the consumer, and covers the entire good, not just a component thereof, for a duration of more than two years.

⁽³⁾ Directive (EU) 2019/771 of the European Parliament and of the Council of 20 May 2019 on certain aspects concerning contracts for the sale of goods, amending Regulation (EU) 2017/2394 and Directive 2009/22/EC, and repealing Directive 1999/44/EC (OJ L 136, 22.5.2019, p. 28, ELI: <http://data.europa.eu/eli/dir/2019/771/oj>).

⁽⁴⁾ Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012 (OJ L 295, 21.11.2018, p. 1, ELI: <http://data.europa.eu/eli/reg/2018/1724/oj>).

- (13) In order to ensure that traders can easily use and reproduce the harmonised notice and the harmonised label, they may be in either colour or black and white when they are presented as pre-contractual information in the context of contracts, other than distance contracts concluded through an online interface.
- (14) Meanwhile, where the contract is to be concluded through an online interface, both the notice and the label should be in colour. For distance contracts concluded through an online interface, the label may be displayed using a nested format.
- (15) The harmonised label has a language-neutral design, combined with translations, which allows it to be easily used and reproduced by traders and producers across the Union. The label consists of the title 'GARAN', which refers to 'guarantee' in several languages of the Union; a tick-mark symbol indicating that the good's durability is guaranteed; a calendar symbol representing the duration of the commercial guarantee of durability offered; a visual reminder of the existence of the legal guarantee of conformity; and a QR code providing access to additional information. In order to facilitate consumers' understanding, it should include the phrase 'producer guarantee in years' at the bottom of the harmonised label, rendered in all official languages of the Union. The Commission may review and adapt the harmonised label for the commercial guarantee of durability if necessary, in the light of future uptake of the label, how it is understood by consumers and the implementation of other Union instruments.
- (16) Given that Member States are required to apply the measures transposing Directive (EU) 2024/825 from 27 September 2026, this Regulation should also become applicable from the same date.
- (17) The measures provided for in this Regulation are in accordance with the opinion of the Committee on the Directive on Empowering Consumers for the Green Transition,

HAS ADOPTED THIS REGULATION:

Article 1

Harmonised notice on the legal guarantee of conformity

The harmonised notice referred to in Article 22a(1) of Directive 2011/83/EU shall comply with the design and content set out in Annex I to this Regulation.

Article 2

Harmonised label for the commercial guarantee of durability

The harmonised label referred to in Article 22a(1) of Directive 2011/83/EU shall comply with the design and content set out in Annex II to this Regulation.

*Article 3***Entry into force and application**

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

It shall apply from 27 September 2026.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels, 25 September 2025.

For the Commission
The President
Ursula VON DER LEYEN

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:

- ➊ Contact the seller as soon as possible to report the issue;
- ➋ 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.



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;
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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.

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 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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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 Rátháíocht 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 Rátháíocht 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 cannot be edited:

- (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 can be edited:

- (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 words 'Brand/Trademark' shall be replaced by the name of the producer offering the commercial guarantee of durability;
- (VIII) the words 'Model identifier' shall be replaced by the model identifier for which the producer is offering 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 minimum size of the label is 95 × 100 mm. In line 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' is 9 pt and 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, the entire label must be displayed 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 either 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 used, the harmonised label shall appear in its entirety on the first mouse click, mouse roll-over or tactile screen expansion.