

UNIVERSAL EU COMMERCIAL GUARANTEE FOR CONSUMER GOODS

Compliant with Directive (EU) 2019/771 – Article 17

This document certifies that the consumer good to which it applies is covered under the provisions of Directive (EU) 2019/771 on certain aspects concerning contracts for the sale of goods. It defines the consumer's rights under the EU Legal Guarantee and, where applicable, the conditions of any additional Commercial Guarantee voluntarily provided by the seller or manufacturer.

1. Commercial Guarantee (Voluntary Protection)

The commercial guarantee is a voluntary promise made by the guarantor (seller, manufacturer, or brand) to the consumer, offering benefits that go beyond the mandatory legal guarantee. The commercial guarantee is legally binding once offered and shall clearly state its duration, coverage, and claim procedure. It must always specify that the consumer's statutory rights under the legal guarantee remain unaffected.

How to Obtain Service

To make a claim under the legal or commercial guarantee, the consumer must contact the seller or guarantor using the contact details provided at purchase. Proof of purchase (such as a receipt or invoice) must be presented. The guarantor shall provide instructions for repair, replacement, or service and complete the process within a reasonable time frame.

Limitations and Exclusions

Guarantee coverage does not apply to defects caused by misuse, accidents, improper installation, or unauthorized modification. Consumable parts (e.g., batteries, filters, fuses) are excluded unless specifically covered by the guarantee terms.

Digital Access (Optional)

If this certificate includes a QR code, scanning it provides access to the digital version of the guarantee and related documentation such as user manuals, receipts, or service records.

Preservation of Consumer Rights

Nothing in this document shall limit or affect the consumer's rights under national and EU consumer-protection legislation. In case of doubt, the interpretation most favorable to the consumer shall apply.