

Warranty & Legal Guarantee Statement Template

Explain the two-year legal guarantee and any commercial warranty you offer

Warranty and Legal Guarantee Statement

This statement explains your rights under the legal guarantee of conformity and, separately, any commercial warranty we choose to offer. It reflects the EU rules on the sale of goods (Directive (EU) 2019/771). Replace the highlighted fields with your own details.

Shop name:

Last updated (date):

Your legal guarantee

The goods we sell must match their description, be fit for their normal purpose and have the qualities you would reasonably expect. If goods do not conform, you are entitled to a remedy under the legal guarantee for at least two years from delivery, at no cost to you. This legal guarantee is provided by law and does not cost anything extra.

Remedies under the legal guarantee

If the goods do not conform, you are generally entitled to:

- repair or replacement of the goods; and
- if that is not possible or appropriate, a price reduction or a refund.

Any commercial warranty we offer

In addition to the legal guarantee, we may offer a commercial warranty. A commercial warranty is a promise we make voluntarily and is separate from, and does not reduce, your legal rights.

Commercial warranty we offer, if any:

What it covers:

How long it lasts:

Who provides it (us or the manufacturer):

How the two compare

	Legal guarantee	Commercial warranty
Provided by	The law	Us or the manufacturer, voluntarily
Cost to you	Free	As stated in the warranty
Minimum length	At least two years from delivery	As stated in the warranty

How to make a claim

How to contact us to claim:

Information to include (order number, description of the fault):

This template is a general starting point and is not legal advice. Some countries apply longer or different periods, so check the rules in the countries you sell to.