

	Directive (EU) 2024/825 – Harmonised notice and harmonised label
	SECOND STAKEHOLDER SURVEY Gathering insights from stakeholders via a validation design survey

The content of this survey, including the images of labels and legal notices, is confidential and must not be shared or distributed outside of your organisation.

LANGUAGE

L1. [Single response] Please select the language in which you would like to complete the survey:

1. English
2. German
3. French
4. Polish

[provide correct language variant depending on answer on L1]

INTRODUCTION

Dear Participant,

Thank you for taking the time to participate in this **second survey**. This survey is part of a study commissioned by the **European Commission (DG JUST)** and **European Innovation Council and SMEs Executive Agency (EISMEA)**. Compared to the first survey, this second survey aims to gather stakeholders' feedback on **preliminary designs** of an EU harmonised label for commercial guarantees of durability and an EU harmonised notice for the legal guarantee of conformity. More information about the study is available [here](#). DG JUST and EISMEA have mandated Ipsos NV, as part of a consortium consisting of LE Europe, Ipsos NV and EY, to carry out this survey on its behalf.

The main aim of the harmonised label is to make it easier for consumers to choose sustainable consumption options, and to stimulate demand for, and supply of, consumer goods with a longer lifespan.

The main aim of the harmonised notice is to remind consumers about the existence and the main elements of the legal guarantee of conformity, and to prevent confusion with the information on the commercial guarantee of durability.

The Directive (EU) 2024/825 on empowering consumers for the green transition, which is the legal mandate for the development of this label and notice, can be accessed [here](#).

This survey will take approximately **30 minutes** to complete. You can take the survey on a desktop, laptop, tablet or smartphone. Participation in the survey is voluntary. Your answers throughout this survey will be kept confidential and only be used for the purpose of the study and to produce anonymous research findings and insights. Ipsos will share personal data with the consortium members LE Europe and EY, and with the client EISMEA and DG JUST. No identifiable data will be shared with third parties. For more information on how we are processing and protecting your personal data, please read the [Privacy Notice](#) (Scripter: insert hyperlink to https://survey.ipsos.be/privacynotice_EISMEA.pdf).

Do you agree to participate given the above conditions?

1. Yes – I have read the information above and Privacy Notice (Scripter: insert hyperlink to https://survey.ipsos.be/privacynotice_EISMEA.pdf) and agree to take part in the survey.
2. No – I do not agree to take part in this survey. [screen out]

At Ipsos we protect our research and our clients' confidential and intellectual property information. By participating in this survey, you agree to:

- Not share any information included in this survey.
- Not photograph, record, publish on the internet, copy, or reproduce in any way the information included in this survey.
- Not use our client's confidential information for your own benefit, the benefit of a third party or in any way that may negatively affect our client or its image.

Do you acknowledge that you have read and agree to the above points?

1. Yes - I have read the information above and agree to take part in this survey.
2. No - I do not agree to take part in this survey. [screen out]

SCREENERS

S1. [All. Single response. Mandatory] Please indicate which stakeholder group you are part of.

1. Organisation representing consumers
2. Organisation representing businesses
3. Private business
4. Member State authority
5. Other, please specify: [OPEN BOX]

S2. [All. Open response. Mandatory] What is the name of the organisation, business, or authority that you represent?
[OPEN BOX]

S5. [All. Open response. Mandatory] In which country is the organisation, business, or authority that you represent active?

1. Active in one country: [OPEN BOX]
2. Active in multiple countries: [OPEN BOX]
3. Active at EU level
4. Active at a global level

S4. [IF S1 = 2 or 3] [Multiple response. Mandatory] In which sector are you active?
Multiple answers possible.

1. Umbrella organisation representing all/numerous sectors
2. Automobiles and transportation (e.g., cars, bicycles, motorcycles).
3. Baby and child products (e.g., strollers, baby monitors).
4. Electronics and appliances (e.g., smartphones, laptops, tv).
5. Fashion and luxury goods (e.g., designer handbags, watches).
6. Home and garden (e.g., furniture, mattresses, gardening tools).
7. Household goods (e.g., vacuum cleaners, washing machine, refrigerators)
8. HVAC (Heating, Ventilation, and Air Conditioning) (e.g., ventilation systems, air conditioners).
9. Musical instruments and equipment (e.g., guitars, amplifiers).
10. Office supplies and equipment (e.g., printers, office furniture).
11. Personal and health care (e.g., fitness equipment, blood pressure monitors, hair dryers).
12. Pet products (e.g., automatic feeders, baskets).
13. Renewable energy products: (e.g., solar panels, battery storage systems).
14. Security and surveillance (e.g., alarm systems).
15. Smart home and automation (e.g., smart lighting systems).
16. Sports and outdoor (e.g., sport equipment, camping gear)
17. Supermarket (e.g., kitchenware, baby and child products)
18. Toys and games (e.g., electronic toys, gaming consoles).
19. Travel and leisure (e.g., luggage boats or camper vans).
20. Other, please specify: [OPEN BOX]

S3. [IF S1 = 2 or 3. Single response. Mandatory] Which type of activities do you or the businesses that you represent perform?

1. I produce goods - or represent companies producing goods
2. I sell goods directly to the consumer - or represent companies selling goods directly to consumers
3. I both produce and sell goods – or represent companies that both produce and sell goods
98. Other, please specify: **[OPEN BOX]**

HARMONISED LABEL ON THE COMMERCIAL GUARANTEE OF DURABILITY

[INTRO Q1. SHOW TO ALL]

The harmonised label on the commercial guarantee of durability (further referred to as “harmonised label”) will be provided in a prominent manner on goods (e.g., on the packaging of goods), or next to the goods (e.g., on the shelves, or next to the picture of the good for sale in the case of online sale), to allow consumers to easily identify which particular good benefits from a commercial guarantee of durability offered by the producer at no additional cost, covering the entire good, and with a duration of more than two years. In addition, the harmonised label will also include a reminder of the existence of the legal guarantee of conformity (of two years) to avoid consumer confusion.

[Page break]

Now we will show you 6 versions of the harmonised label. These designs were developed based on the results from the first survey undertaken in August/early September in which different groups of stakeholders shared their views on the preferred design of the harmonised label. For each version, we will ask you to provide feedback by completing a few questions.

These 6 designs are provided in black and white. This is because we mainly want to gather your feedback on the basic design elements. Yet, since we are currently still considering whether we will keep these designs in black and white, or whether we will further design them in colour, we also provided a few examples of what the design could look like in colour. That way, you get an idea of how colour would impact the design.

Furthermore, as you will see, the designs for the labels contain the official EU languages. This means that the same label could be used by producers that are active in all EU Member States. However, producers would also have the possibility to adjust the label and keep only the languages relevant for specific countries only.



TRADEMARK PRODUCT NAME

10

Aastad	Godine	Rokov
Anni	Jaar	Snin
Anos	Jahre	Vuodet
Ans	Lat	Years
Blianta	Let	År
Évek	Leta	Ἄρ
Gadi	Metai	Ἔτη
		Години

Together with GARANT

BG Заедно с | CS Společně s | DA Sammen med | DE Zusammen mit | EL Μαζί με | EN Together with | ES Junto con | ET Koos | FI Yhdessä | FR Conjointement avec | GA In éineacht le | HR Zajedno s | HU Együtt | IT Insieme a | LT Kartu su | LV Kopā ar | MT Flimkien ma' | NL Samen met | PL Wraz z | PT Juntamente com | RO Împreună cu | SK Spolu s | SL Skupaj z | SV Tillsammans med

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GUARANTEED PRODUCT DURABILITY



EU Harmonised Label for Durability: This guarantee is expressed in years and does not interfere with your legal guarantee rights. The guarantee is expressed in years and does not interfere with your legal guarantee rights. The guarantee is expressed in years and does not interfere with your legal guarantee rights.

GUARANTEED PRODUCT DURABILITY



This guarantee is expressed in years and does not interfere with your legal guarantee rights



BG Гарантирана трайност на продукта. Тази гаранция е изразена в години и не нарушава вашите законови права за гаранция | CS Zaručená životnost výrobku. Tato záruka je vyjádřena v letech a nenarušuje vaše zákonná práva na záruku | DA Garanteret produktholdbarhed. Denne garanti er udtrykt i år og griber ikke ind i dine lovbestemte garantirettigheder | DE Garantierte Produkthaltbarkeit. Diese Garantie wird in Jahren ausgedrückt und beeinträchtigt nicht Ihre gesetzlichen Garantierechte | EL Εγγυημένη ανθεκτικότητα προϊόντος. Η εγγύηση αυτή εκφράζεται σε έτη και δεν παρεμβαίνει στα νόμιμα δικαιώματα εγγύησης | EN Guaranteed Product Durability. This guarantee is expressed in years and does not interfere with your legal guarantee rights | ES Durabilidad garantizada del producto. Esta garantía se expresa en años y no interfiere con sus derechos de garantía legal | ET Garanteeritud toote vastupidavus. See garanti on väljendatud aastates ega mõjuta teie seaduslike garantiitõigusi | FI Taattu tuotteen kestävyys. Tämä takuu ilmaistaan vuosina eikä se vaikuta laillisiin takuuoikeuksiisi | FR Longévité garantie du produit. Cette garantie est exprimée en années et n'interfère pas avec vos droits de garantie légaux | GA Marthanacht ráthaithe táirge. Léiritear an ráthaithe seo i mblianta agus ní chuireann sí isteach ar do chearta ráthaithe d'ádhaithe | HR Zajamčena trajnost proizvoda. Ovo jamstvo izraženo je u godinama i ne utječe na vaša zakonska jamstvena prava | HU Garantált termék tartóssága. Ez a garancia években van kifejezve, és nem befolyásolja az Ön törvényes garanciális jogait | IT Durata garantita del prodotto. Questa garanzia è espressa in anni e non interferisce con i diritti di garanzia legale | LT Garantuotas produkto patvarumas. Ši garantija išreiškta metais ir netrukdo jūsų įstatymų nustatytoms garantinėms teisėms | LV Garantēts produkta ilgmūžīgums. Šī garantija ir izteikta gados un neietekmē jūsu likumīgās garantijas tiesības | MT Durabilità garantita tal-prodott. Din il-garanzija hija espressa fi snin u ma tinterferixxix mad-drittijiet ta' garanzija legali tieghek | NL Gegarandeerde productlevensduur. Deze garantie wordt uitgedrukt in jaren en heeft geen invloed op uw wettelijke garantierechten | PL Gwarantowana trwałość produktu. Ta gwarancja jest wyrażona w latach i nie koliduje z ustawowymi prawami gwarancyjnymi | PT Esta garantia é expressa em anos e não interfere com os seus direitos de garantia legal | RO Durabilitate garantida do produsu. Această garanție este exprimată în ani și nu interferează cu drepturile dumneavoastră de garanție legală | SK Zaručená životnosť výrobku. Táto záruka je vyjadrená v rokoch a nenaruša vaše zákonné práva na záruku | SL Zajamčena trajnost izdelka. Ta garancija je izražena v letih in ne posega v vaše zakonske pravice do garancije | SV Garanterad produkthållbarhet. Denna garanti uttrycks i år och påverkar inte dina lagstadgade garantirättigheter

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You also benefit from
the legal guarantee
in the European Union

BG ГАРАНЦИЯ НА ПРОДУКТА. Вие също се ползвате от законната гаранция в Европейския съюз | **CS ZÁRUKA NA PRODUKTU.** Také máte prospěch z právní záruky v Evropské unii | **DA PRODUKTGARANTI.** Du drager også fordel af den lovbestemte garanti i Den Europæiske Union | **DE PRODUKTGARANTIE.** Sie profitieren auch von der gesetzlichen Garantie in der Europäischen Union | **EL ΕΠΙΓΥΗΞΗ ΠΡΟΪΟΝΤΟΣ.** Επιωφελείστε επίσης από τη νόμιμη εγγύηση στην Ευρωπαϊκή Ένωση | **EN PRODUCT GUARANTEE.** You also benefit from the legal guarantee in the European Union | **ES GARANTÍA DEL PRODUCTO.** También se beneficia de la garantía legal en la Unión Europea | **ET TOOTEGARANTII.** Lisaks saate kasu Euroopa Liidu seaduslikust garantist | **FI TUOTETAKUU.** Hyödyt myös lakisääteisestä takuusta Euroopan unionissa | **FR GARANTIE DU PRODUIT.** Vous bénéficiez également de la garantie légale dans l'Union européenne | **GA RÁTHÁÍOCHT TÁIRGE.** Bainneann tú tairbhe as an rátháiocht dlíthiúil san Aontas Eorpach freisin | **HR JAMSTVO PROIZVODA.** Također imate koristi od zakonskog jamstva u Europskoj uniji | **HU TERMÉK+GARANCIA.** Ön is részesül az Európai Unióban érvényes törvényes jótállásból | **IT GARANZIA DEL PRODOTTO.** Benefici anche della garanzia legale nell'Unione Europea | **LT PRODUKTO GARANTIJA.** Jūs taip pat naudojates teisinę garantija Europos Sąjungoje | **LV PRODUKTA GARANTIJA.** Jūs arī gūstat labumu no likumīgās garantijas Eiropas Savienībā | **MT GARANZIJA TAL-PRODOTT.** Inti tibbenefika wkoll mill-garanzija legali fl-Unjoni Ewropea | **NL PRODUCTGARANTIE.** U geniet ook van de wettelijke garantie in de Europese Unie | **PL GWARANCJA PRODUKTU.** Korzystasz również z gwarancji prawnej w Unii Europejskiej | **PT GARANTIA DO PRODUTO.** Você também beneficia da garantia legal na União Europeia | **RO GARANȚIA PRODUSULUI.** De asemenea, beneficiați de garanția legală în Uniunea Europeană | **SK ZÁRUKA NA PRODUKT.** Využívate aj výhody právnej záruky v Európskej únii | **SL GARANCIJA IZDELKA.** Koristite tudi zakonsko garancijo v Evropski uniji | **SV PRODUKTGARANTI.** Du drar också nytta av den lagstadgade garantin i Europeiska unionen



You also benefit from
the legal guarantee
in the European Union

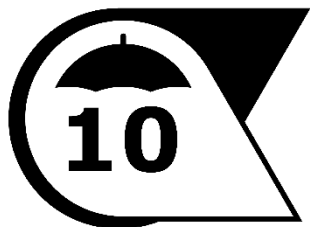
BG ГАРАНЦИЯ НА ПРОДУКТА. Вие също се ползвате от законната гаранция в Европейския съюз | **CS ZÁRUKA NA PRODUKTU.** Také máte prospěch z právní záruky v Evropské unii | **DA PRODUKTGARANTI.** Du drager også fordel af den lovbestemte garanti i Den Europæiske Union | **DE PRODUKTGARANTIE.** Sie profitieren auch von der gesetzlichen Garantie in der Europäischen Union | **EL ΕΠΙΓΥΗΞΗ ΠΡΟΪΟΝΤΟΣ.** Επιωφελείστε επίσης από τη νόμιμη εγγύηση στην Ευρωπαϊκή Ένωση | **EN PRODUCT GUARANTEE.** You also benefit from the legal guarantee in the European Union | **ES GARANTÍA DEL PRODUCTO.** También se beneficia de la garantía legal en la Unión Europea | **ET TOOTEGARANTII.** Lisaks saate kasu Euroopa Liidu seaduslikust garantist | **FI TUOTETAKUU.** Hyödyt myös lakisääteisestä takuusta Euroopan unionissa | **FR GARANTIE DU PRODUIT.** Vous bénéficiez également de la garantie légale dans l'Union européenne | **GA RÁTHÁÍOCHT TÁIRGE.** Bainneann tú tairbhe as an rátháiocht dlíthiúil san Aontas Eorpach freisin | **HR JAMSTVO PROIZVODA.** Također imate koristi od zakonskog jamstva u Europskoj uniji | **HU TERMÉK+GARANCIA.** Ön is részesül az Európai Unióban érvényes törvényes jótállásból | **IT GARANZIA DEL PRODOTTO.** Benefici anche della garanzia legale nell'Unione Europea | **LT PRODUKTO GARANTIJA.** Jūs taip pat naudojates teisinę garantija Europos Sąjungoje | **LV PRODUKTA GARANTIJA.** Jūs arī gūstat labumu no likumīgās garantijas Eiropas Savienībā | **MT GARANZIJA TAL-PRODOTT.** Inti tibbenefika wkoll mill-garanzija legali fl-Unjoni Ewropea | **NL PRODUCTGARANTIE.** U geniet ook van de wettelijke garantie in de Europese Unie | **PL GWARANCJA PRODUKTU.** Korzystasz również z gwarancji prawnej w Unii Europejskiej | **PT GARANTIA DO PRODUTO.** Você também beneficia da garantia legal na União Europeia | **RO GARANȚIA PRODUSULUI.** De asemenea, beneficiați de garanția legală în Uniunea Europeană | **SK ZÁRUKA NA PRODUKT.** Využívate aj výhody právnej záruky v Európskej únii | **SL GARANCIJA IZDELKA.** Koristite tudi zakonsko garancijo v Evropski uniji | **SV PRODUKTGARANTI.** Du drar också nytta av den lagstadgade garantin i Europeiska unionen



BG Гаранция на производителя | CS Záruka výrobce | DA Producentgaranti | DE Herstellergarantie | EL Εγγύηση παραγωγού
 EN Producer guarantee | ES Garantía del fabricante | ET Tootjagarantii | FI Valmistajan takuu | FR Garantie du fabricant |
 GA Rátháíocht an tairgeora | HR Jamstvo proizvođača | HU Gyártói garancia | IT Garanzia del produttore | LT Gamintojo
 garantija | LV Ražotāja garantija | MT Garanzija tal-produttur | NL Fabrieksgarantie | PL Gwarancja producenta | PT Garantia do
 fabricante | RO Garanția producătorului | SK Záruka výrobcu | SL Garancija proizvajalca | SV Tillverkargaranti



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 EN Producer guarantee | ES Garantía del fabricante | ET Tootjagarantii | FI Valmistajan takuu | FR Garantie du fabricant |
 GA Rátháíocht an tairgeora | HR Jamstvo proizvođača | HU Gyártói garancia | IT Garanzia del produttore | LT Gamintojo
 garantija | LV Ražotāja garantija | MT Garanzija tal-produttur | NL Fabrieksgarantie | PL Gwarancja producenta | PT Garantia do
 fabricante | RO Garanția producătorului | SK Záruka výrobcu | SL Garancija proizvajalca | SV Tillverkargaranti



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10

years



TRADEMARK

PRODUCT
NAME

BG Години | **CS** Let | **DA** År | **DE** Jahre | **EL** Έτη | **EN** Years | **ES** Años | **ET** Aastad | **FI** Vuodet | **FR** Ans
 | **GA** Blianta | **HR** Godine | **HU** Évек | **IT** Anni | **LT** Metai | **LV** Gadi | **MT** Snin | **NL** Jaar | **PL** Lat |
PT Anos | **RO** Ani | **SK** Rokov | **SL** Leta | **SV** År

In addition to the legal guarantee

BG В допълнение към законовата гаранция | **CS** Kromě zákonné záruky | **DA** Ud over den lovbestemte garanti | **DE** Zusätzlich zur gesetzlichen Gewährleistung | **EL** Επιπλέον της νόμικης εγγύησης | **EN** In addition to the legal guarantee | **ES** Además de la garantía legal | **ET** Lisaks seadusest tulenevale garantiile | **FI** Lakisääteisen takuun lisäksi | **FR** En plus de la garantie légale | **GA** Sa bhreis ar an ráthaíocht dhlíthiúil | **HR** Uz zakonsko jamstvo | **HU** A törvényes jótálláson felül | **IT** In aggiunta alla garanzia legale | **LT** Be teisėtos garantijos | **LV** Papildus likumā noteiktajai garantijai | **MT** Minbarra l-garanzija legali | **NL** Naast de wettelijke garantie | **PL** Oprócz gwarancji prawnej | **PT** Além da garantia legal | **RO** Pe lângă garanția legală | **SK** Okrem zákonnej záruky | **SL** Poleg zakonske garancije | **SV** Utöver den lagstadgade garantin

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[Show questions Q2-Q5&Q15 for each one of the 6 labels individually. Randomise order in which these labels are shown + capture order. Show label on top of page or on the side of the page for each question. Name questions Q2_1 till Q2_6, Q3_1 till Q3_6, Q4_1 till Q4_6, Q5_1 till Q5_6, Q15_1 till Q15_6]

[Show Q2-Q5 together on one page]

Q2 [All. Progressive grid. Mandatory] Please indicate to which extent you agree with the following statements about this design of the harmonised label:

Rows (randomise):

1. The overall design is **attractive**.
2. The design is **understandable**, it conveys in a clear way information about the commercial guarantee of durability
3. The information is **structured** well, it is easy to see which part of the information is most important.
4. The **language** that is used is easy to understand.
5. The design has the **right amount of text**.
6. The design is **recognisable**, it can be applied to all relevant products
7. The design **reminds** consumers about the **existence of the legal guarantee of conformity** in a clear way.
8. The design is suitable to be placed on the **products' package or on the good itself**.
9. The design is suitable to be placed in **an offline brick-and-mortar store** (e.g., on the shelf next to the product).
10. The design is suitable to be placed in **an online e-commerce store** (e.g., next to the product description or picture of the good).

Columns:

1. Strongly disagree
2. Disagree
3. Somewhat disagree
4. Neutral
5. Somewhat agree
6. Agree
7. Strongly agree

Q15 [All. Closed response. Mandatory.] Which colour tones would you prefer for this design?

1. Black and white
2. Colours, no preference on which colours
3. Colours, preference to have the following colours: **[OPEN BOX]**
4. Both options need to be provided to the producer, producers then decide whether they use the black and white or the coloured version
5. I don't have a preference

Q3 [IF S1 = 2, 3 or 4. Progressive grid. Mandatory] Please indicate to which extent you agree with the following statements about the usability of the design for producers and traders:

Rows (randomise):

1. The design is **easy to use, and reproduce**, for traders and producers, including for the ones active in more than one Member state.
2. Reproducing and multiplying the design will be **cost-effective** for traders and producers.

Columns:

1. Strongly disagree
2. Disagree
3. Somewhat disagree
4. Neutral
5. Somewhat agree
6. Agree
7. Strongly agree

Q4. [All. Open response. Not mandatory] Thinking now about all the things you stated that are working well or not with the design and usage of the label, can you explain in your own words what could be improved about this design? Please indicate and explain if there is any highly problematic element in your view.

Q5 [All. Closed response. Mandatory] In your opinion, is there any important information about the commercial guarantee of durability missing in this design?

1. No, all important information is mentioned.
2. Yes, the following information is missing [OPEN BOX]

Q6 [All. Closed response. Mandatory. Randomise items 1-5]. Which name would you find most suitable for the harmonised label on the commercial guarantee of durability? This name may be potentially integrated into the design of the label itself.

1. Guaranteed product durability
2. Guarantee
3. Producer Guarantee
4. Product guarantee
5. Additional product guarantee
6. The names above are acceptable, but I still prefer another name: [open box] (fixed position)
7. The names above are **not** acceptable, I would change it to: [OPEN BOX] (fixed position)
8. I prefer a label without name (fixed position)

Q7 [All. IF Q6 = 6 or 7. Open response. Not mandatory.] Please explain why you believe another name would be more suitable.

[OPEN BOX]

Q8 [All. Closed response. Mandatory] The harmonised label might provide producers with the option to add their name, reference to the product's model and/or a digital

item, like a QR code. This digital item could then guide consumers to the commercial guarantee statement, providing more detailed information about the exact terms and conditions of the commercial guarantee of durability for that specific good. These pieces of information would be provided by the **producer** of the good themselves. Can you indicate which of these pieces of information (i.e., producer's name, product reference, digital item) you would find useful to add to the harmonised label?

1. Producer's name, product reference and digital item
2. Only producer's name and product reference, **no** digital item
3. Only the digital item
4. None of these three information pieces, because [OPEN BOX]
5. Other [Open Box]

HARMONISED NOTICE ON THE LEGAL GUARANTEE OF CONFORMITY

[INTRO Q9. **SHOW TO ALL**] As introduced, in addition to the harmonised label, a harmonised notice on the legal guarantee of conformity (further referred to as "harmonised notice") will be developed.

The harmonised notice will be a compulsory notice for shops selling consumer goods to remind consumers about the existence and the main elements of the legal guarantee, including its minimum duration of two years as provided in [Directive \(EU\) 2019/771](#) as well as a general reference to the possibility that the duration of the legal guarantee of conformity is longer under national law.

[Page break]

Next, we will show you 5 versions of the harmonised notice. These designs were developed based on the results from the first survey undertaken in August/early September in which different groups of stakeholders shared their insights and views on the preferred design of the harmonised notice. For each version, we will ask you to provide feedback by completing a few questions.

Similar to the harmonised label, each design is provided in black and white to gather your feedback on the basic design elements. Yet, since we are currently still considering whether we will keep these designs in black and white, or whether we will further design them in colour, some of the black and white designs are accompanied with versions in colour to give you an idea of how colour would impact the design.

Unlike the harmonised label (which is a multiple-language label), the designs for the harmonised notice are displayed during this survey only in one language. The final harmonised notice will be translated and available in all EU official languages.

GARANT



YOUR PROTECTION AGAINST DEFECTIVE PRODUCTS IN THE EU



As EU consumer, you are entitled to a minimum 2-year legal guarantee from the time of delivery for products that for example:

- Fail to match the product description
- Do not meet the advertised qualities
- Are not fit for the intended purpose
- Do not demonstrate the normal quality and performance expected
- Are incorrectly installed due to inadequate instructions



Your rights under the legal guarantee:

1. Free repair or replacement by a new product, or in some cases price reduction or full reimbursement
2. If you choose to repair the product instead of replacing it, you have one extra year of legal guarantee protection.
3. The seller is liable

Some EU countries have a longer legal guarantee period under their national law



What to do if you receive a defective product:

1. Contact the seller as soon as possible to report the issue
2. Provide the receipt, invoice or bank statement proving your purchase
3. If a dispute arises, consult the consumer protection authority in your country

Ask the seller for more information about your legal guarantee rights.

You may be offered additional commercial guarantees by the seller or producer.

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LEGAL GUARANTEE

A protection against faulty products

**3 principles**

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The seller is liable

CONFIDENTIAL



You benefit from the legal guarantee in the European Union

If products are defective, all consumers in the European Union have a 2-year legal guarantee right from the time of delivery of these products, entitling them to free

-  **repair**
-  **or replacement,**
-  **or in some cases price reduction or full reimbursement.**

A consumer can invoke the legal guarantee for example if a product fails to meet the advertised description or quality, or if it was incorrectly installed due to inadequate instructions.

Some EU countries have a longer legal guarantee period under national law. Get more information from the seller or the consumer protection authority in your country!



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CONFIDENTIAL



By law, consumers are entitled to guarantee for conformity defects for 2 years or longer subject to country specific law.

Repairs or replacements of the defective product should be carried out free of charge. In certain situations consumers are entitled to a price reduction or a full reimbursement.

Scan the code for more information on your rights & applicable conditions.



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CONFIDENTIAL



LEGAL GUARANTEE

Minimum 2-year legal guarantee under EU law:
in case of defective products or products that are not matching description, consumers have the right to free



repair



or replacement,



or in some cases partial or full reimbursement.

Some EU countries have introduced a longer guarantee period. Ask the seller for more information.

CONFIDENTIAL

[Show questions Q10-Q13&Q16 for each one of the five notices individually. Randomise order in which these notices are shown + capture order. Show notice on top of page or on the side of the page for each question. Name questions Q10_1 till Q10_5, Q11_1 till Q11_5, Q12_1 till Q12_5, Q13_1 till Q13_5, Q16_1 till Q16_5]

[Show Q10-Q13 together on one page]

Q10 [All. Progressive grid. Mandatory] Please indicate to which extent you agree with the following statements about this design of the harmonised notice:

Rows (randomise):

1. The overall design is **attractive**.
2. The design is **understandable**, it conveys the information about the main elements of the legal guarantee of conformity in a clear way.
3. The information is **structured** well, it is easy to see which part of the information is most important.
4. The **language** that is used is easy to understand.
5. The design has the **right amount of text**.
6. The design is **recognisable** and suitable to be placed in **an offline brick-and-mortar store** (e.g., on the wall in the aisles, at the entrance/exit door, next to the check-out counter).
7. The design is **recognisable** and suitable to be placed in **an online e-commerce store** (e.g., on the homepage, on the page of the product, on the shopping cart page).

Columns:

1. Strongly disagree
2. Disagree
3. Somewhat disagree
4. Neutral
5. Somewhat agree
6. Agree
7. Strongly agree

Q16 [All. Closed response. Mandatory.] Which colour tones would you prefer for this design?

1. Black and white
2. Colours, no preference on which colours
3. Colours, preference to have the following colours: [OPEN BOX]
4. Both options need to be provided to the trader, traders then decide whether they use the black and white or the coloured version
5. I don't have a preference

Q11 [IF S1 = 2, 3 or 4. Progressive grid. Mandatory] Please indicate to which extent you agree with the following statements about the usability of the design for traders (knowing that the notice will be available in language versions for all EU Member States):

Rows (randomise):

1. The design is **easy to use, and reproduce** for traders, including traders active in more than one Member state.
2. Reproducing and multiplying the design will be **cost-effective** for traders.

Columns:

1. Strongly disagree
2. Disagree
3. Somewhat disagree
4. Neutral
5. Somewhat agree
6. Agree
7. Strongly agree

Q12. [All. Open response. Not mandatory] Thinking now about all the things you stated that are working well or not with the design and usage of the notice, can you explain in your own words what could be improved about this design? Please indicate and explain if there is any highly problematic element in your view.

Q13 [All. Closed response. Mandatory.] In your opinion, is there any important information about the legal guarantee of conformity missing in this design?

1. No, all important information is mentioned.
2. Yes, the following information is missing [OPEN BOX]

Q14 [All. Closed response. Mandatory.] The harmonised notice might provide the option to add a digital item, like a QR code. This digital item could lead consumers to more detailed information about the specific rules regarding the legal guarantee of conformity in their Member State (such as its exact duration). This information would be **made available by the Member State**. Do you think such a digital item would be useful?

1. Yes
2. No, because [OPEN BOX]

CONCLUSION

C1. [All. Open response. Not Mandatory] Do you have any additional comments or suggestions regarding the design, use or information of the **harmonised label**?

[OPEN BOX]

C2. [All. Open response. Not Mandatory.] Do you have any additional comments or suggestions regarding the design, use or information of the **harmonised notice**?

[OPEN BOX]

C3. [All. Single response. Not Mandatory.] Did you also take part in our first survey?

1. Yes
2. No
98. I don't know

[OUTRO. All] Thank you for participating in this survey. Your feedback is very valuable for us.

If you have any further questions or would like to provide more detailed feedback through a dedicated interview, please contact us at EULabelStudy@ipsos-online.com

[END OF SURVEY]