

EU Guarantee Label & Notice

User Manual

A guide for shop administrators — no technical knowledge required



Module opal/opalguaranteelabel, version 1.0.0

Platform OXID eShop 7

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Legal basis Directive (EU) 2024/825 · Regulation (EU) 2025/1960

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This manual explains what the module does, why the EU requires it, which options you can configure, and exactly what your customers will see as a result. No technical knowledge is required — everything is done with a few clicks in the OXID admin panel.

1. Why this module exists — the EU rules in plain words

The European Union wants consumers to understand two things **before** they buy:

1. **Every product already comes with a free legal guarantee.** Under Directive (EU) 2019/771, sellers in the EU are liable for at least **2 years** if a product turns out to be faulty. This costs the customer nothing and cannot be waived. Many consumers do not know this — and are sometimes talked into paying for "warranties" that give them nothing beyond what the law already guarantees.
2. **If a producer voluntarily promises more — the customer should be able to see and compare it.** Some manufacturers promise that a product will stay functional for longer than 2 years (a *commercial durability guarantee*). The EU wants that promise to be visible, comparable across shops, and only advertised when it genuinely adds something: longer than the legal 2 years, free of charge, covering the whole product, and given by the producer.

With the Directive (EU) 2024/825 ("Empowering consumers for the green transition") and the implementing Regulation (EU) 2025/1960, the EU therefore prescribes two standardised elements for online shops, applicable from **27 September 2026**:

Element	Official name	What it is
Notice (Annex I)	<i>Harmonised notice on the legal guarantee of conformity</i>	A standard information sheet reminding the customer of the free 2-year legal guarantee. Must be shown prominently — the module shows it in the header, on category pages, on the product page, at checkout and in the order confirmation e-mail.
Label (Annex II)	<i>Harmonised label for commercial durability guarantees ("GARAN" label)</i>	An official EU label showing producer, model and guaranteed duration in years. May only be shown when all EU conditions are met.

The design of both is fixed by the EU — colours, layout and wording must not be changed. This module ships the **official European Commission artwork** (the notice in all 24 official EU languages, the GARAN label as the official vector graphic) and displays it automatically in the right places. Your only tasks as shop administrator are:

- decide **where** the notice appears (five checkboxes, chapter 3), and

- maintain the **guarantee data per product** (one small form, chapter 4).

2. What appears where — overview

Place in the shop	Notice (legal guarantee)	GARAN label (durability guarantee)
Website header	Compact ⓘ button (every page)	—
Category / search pages	ⓘ button above the product grid	Small GARAN badge on each eligible product tile — click it to see the full label
Product detail page	ⓘ button opening the notice	Clickable GARAN banner opening the full label
Cart / mini-basket	—	Small GARAN badge on each eligible line
Checkout (order review)	ⓘ button next to "Order now"	Small GARAN badge on each eligible line
Order confirmation e-mail	Notice image embedded at the end	GARAN line per eligible item — with the official label as image where the server supports it (see 5.4)

The GARAN elements appear **only** for products whose guarantee data meets all EU conditions (see chapter 4.3). The notice is product-independent and appears wherever you enable it.

3. Module settings — where should notice and GARAN label appear?

Go to **Extensions → Modules → EU Guarantee Label & Notice → Settings** and open the group **Legal Guarantee Notice**:

▼ Legal Guarantee Notice

☒ Show notice on product detail page

☒ Show notice at checkout

☒ Show notice in order confirmation email

☒ Show notice on category pages

☒ Show notice in the website header

Save

Option	When ticked	If you untick it
Show notice on product detail page	Every product page shows the blue " ⓘ Legal Guarantee" button	The button disappears from all product pages
Show notice at checkout	The order review step shows the " ⓘ Legal Guarantee" button next to the order button	The button disappears from checkout
Show notice in order confirmation email	The official notice image is embedded at the end of every order confirmation e-mail	The image is no longer embedded
Show notice on category pages	Category views show the notice button above the product grid	The button disappears from category pages
Show notice in the website header	Every shop page shows a compact notice button in the header	The header button disappears

Click **Save** after changing anything. Changes take effect immediately — no restart needed.

⚠ **Consequence to be aware of:** the EU rules require the notice to be provided prominently and on a durable medium (the e-mail); the EC guidelines also list the category view and the website header as placements. All five options ship enabled. Only disable one if you are sure another mechanism in your shop fulfils that duty — when in doubt, leave them all on.

3.1 GARAN label placements

The second settings group, **GARAN Durability Guarantee Label**, controls where the GARAN label appears for products that meet all EU conditions (chapter 4.3):

► Legal Guarantee Notice

▼ **GARAN Durability Guarantee Label**

☒ Show GARAN label on product detail page

☒ Show GARAN label on product listings (category, search)

☒ Show GARAN badge on cart lines

☒ Show GARAN badge in the mini basket

☒ Show GARAN badge on order review lines

☒ Show GARAN information in order confirmation email

Option	When ticked
Show GARAN label on product detail page	The clickable GARAN banner appears on the product page
Show GARAN label on product listings	Every eligible product tile on category, search, manufacturer and brand pages carries a small GARAN badge; clicking it shows the full label
Show GARAN badge on cart lines	Each eligible item line in the shopping cart shows the badge
Show GARAN badge in the mini basket	The same badge in the small basket flyout at the top of the page
Show GARAN badge on order review lines	The badge on the final "order now" step
Show GARAN information in order confirmation email	The GARAN line (and, where supported, the official label image) is included in the confirmation e-mail

All six ship enabled. Two things to understand:

- These options only control **where** the label appears. They never make the label appear for a product that does not meet the EU conditions — that is decided per product (chapter 4).
- ⚠ Disabling the **email** option removes the GARAN information from the order confirmation entirely. The e-mail is the durable medium of your shop — only disable this if you are sure another mechanism fulfils that duty.

If your server cannot render the official label image, a warning appears directly at the e-mail option (see 5.5 — ask your hoster to install "librsvg / rsvg-convert"):

► **GARAN Durability Guarantee Label** 400px × 796px

Warning: this server cannot render the official GARAN label image (no working SVG rasterizer found — ask your hoster to install librsvg / rsvg-convert). Order confirmation

4. Maintaining guarantee data per product

4.1 Where to find it

- 1. Go to **Administer Products → Products**.
- 2. Find your product (search by title or article number) and click it.
- 3. Click the **Guarantee Label** tab on the right end of the tab row:

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1234567891011

firstpreviousnextlast

4.2 The form

All conditions are met — the GARAN label is displayed for this article.

Commercial durability guarantee offered (label shows only if all * conditions are met)

Duration *

3,5 years

Producer brand/trademark *

Rob All

Model identifier *

Amber 9a890

Granted by the manufacturer *

Covers the whole product *

Free of charge *

* required for the GARAN label to be displayed

Save

Create New Product | Open Product Preview | Start Help

The form marks every condition required for the label with *****, and above it the tab shows a **live status box**: a warning listing exactly which conditions are currently unmet ("The GARAN label is currently NOT displayed because: ..."), or a confirmation that the label is shown. You never have to guess why a label is missing.

Field	Meaning	Rules
Commercial durability guarantee offered	Master switch — the label additionally requires all * conditions below	Unticked = no label, regardless of the other fields

Field	Meaning	Rules
Duration	The guaranteed duration in years , as promised by the producer	0 to 99, half-year steps allowed (e.g. 3,5). Must be more than 2 for the label to show (see below)
Producer brand/ trademark	The producer's brand as it should appear on the label	Required for the label; max. 64 characters (long names appear on two lines of the label)
Model identifier	The model designation as it should appear on the label	Required for the label; max. 16 characters — the label's model column holds exactly that (the official template's own caption "Model identifier" is 16 characters)
Given by the manufacturer	EU condition: the guarantee is granted by the producer itself (not by you as the seller or an insurance)	Must be ticked for the label to show
Covers the whole product	EU condition: the promise covers the entire product, not just a part (e.g. only the battery)	Must be ticked for the label to show
Free of charge	EU condition: the customer does not pay extra for this guarantee	Must be ticked for the label to show

Click **Save** when done.

4.3 When does the GARAN label actually appear?

The label appears on the storefront **only if all of these are true**:

- ✓ "Commercial durability guarantee offered" is ticked
- ✓ Duration is **greater than 2 years** — the EU label is reserved for promises that go *beyond* the 2-year legal guarantee. A duration of exactly 2 (or less) is deliberately **not** shown, even if everything else is filled in. This is correct behaviour, not a bug.
- ✓ Brand **and** model identifier are filled in
- ✓ All three EU condition checkboxes are ticked

If a single condition is not met, the product simply shows no GARAN label (the legal guarantee notice is unaffected). There is no error message — an incomplete promise is treated as "no advertisable durability guarantee".

Tip: if you expected a label and it is missing, walk through the checklist above — in practice it is almost always a duration of 2 or an unticked EU condition.

4.4 Products with variants (sizes, colours ...)

Situation	What happens
The variant has its own guarantee entry	The variant's own data is used
The variant has no entry, the parent product does	The variant inherits the parent's data
Neither has an entry	No GARAN label

So you normally fill in the form once on the parent product; individual variants only need their own entry if their guarantee genuinely differs.

Seeing what a variant inherits: when a variant has no own entry, its Guarantee Label tab shows the **parent article's values, greyed out and read-only**, with a blue banner explaining that the data is inherited. You can see at a glance what applies to this variant without switching to the parent article:

All conditions are met — the GARAN label is displayed for this article.

This variant has no own guarantee data — the values below are inherited from the parent article and shown read-only. Use "Edit own values" to give this variant its own guarantee data.

Commercial durability guarantee offered (label shows only if all * conditions are met) ☒

Duration *4 years

Producer brand/trademark *Hailys

Model identifier *HL-Runner 2026

Granted by the manufacturer *☒

Covers the whole product *☒

Free of charge *☒

* required for the GARAN label to be displayed

Save

Edit own values for this variant

Create New Product | Open Product Preview | Start Help

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To give the variant its own guarantee data, click "**Edit own values for this variant**" — the fields become editable and Save then creates the variant's own entry (inheritance stops until you reset it). As long as you only *look* at the inherited values, nothing is saved: the form is locked on purpose, so a variant can never lose its inheritance by accident.

Undoing a variant's own entry: if a variant has its own guarantee data (even an inactive or incomplete entry), its tab shows a "*Reset to parent values*" button next to Save. Clicking it (after a confirmation prompt) deletes the variant's own data, and the parent article's guarantee is inherited again. A variant with its own *inactive* entry deliberately shows no GARAN label — use the reset button when you want inheritance back.

The GARAN label is currently NOT displayed for this article, because:

- the duration is not more than 2 years (the EU label requires more than 2)
- "Free of charge" is not confirmed

Commercial durability guarantee offered (label shows only if all * conditions are met) ☒

Duration * years

Producer brand/trademark *

Model identifier *

Granted by the manufacturer * ☒

Covers the whole product * ☒

Free of charge * ☐

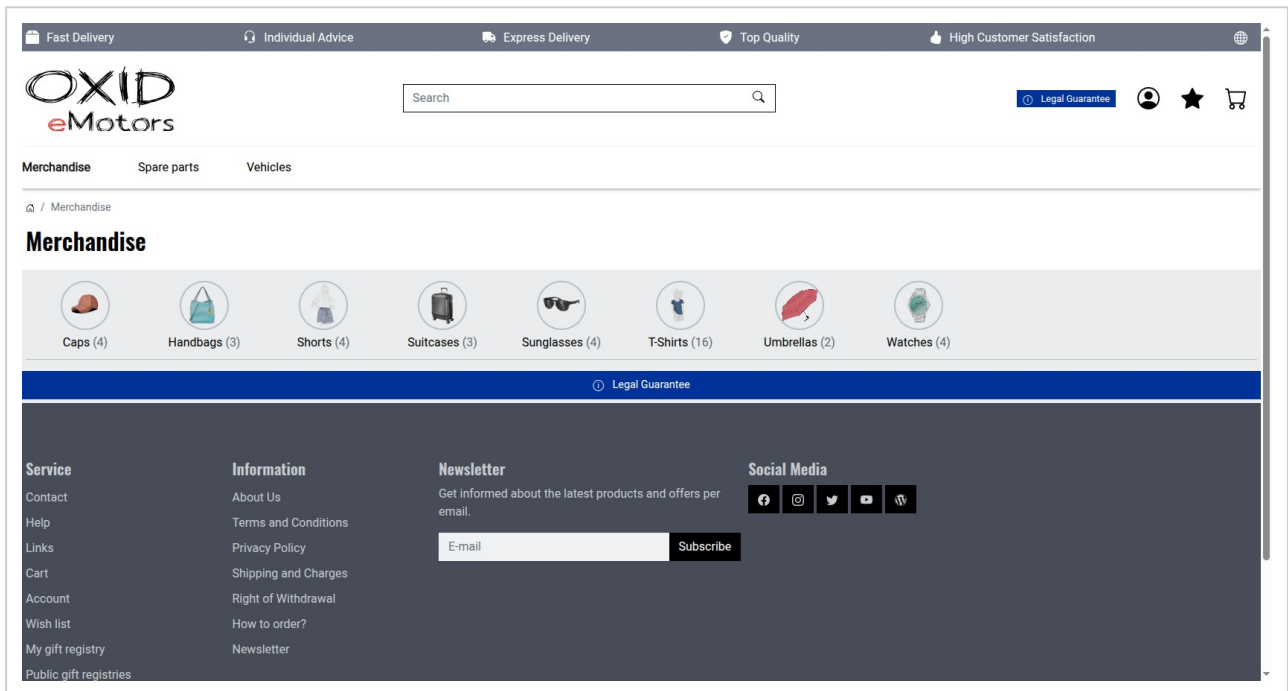
* required for the GARAN label to be displayed

Create New Product | Open Product Preview | Start Help

5. What your customers see

5.1 Header and category pages

The compact notice button in the website header is available on every page, and category views show it above the product grid — both can be switched off in the module settings:

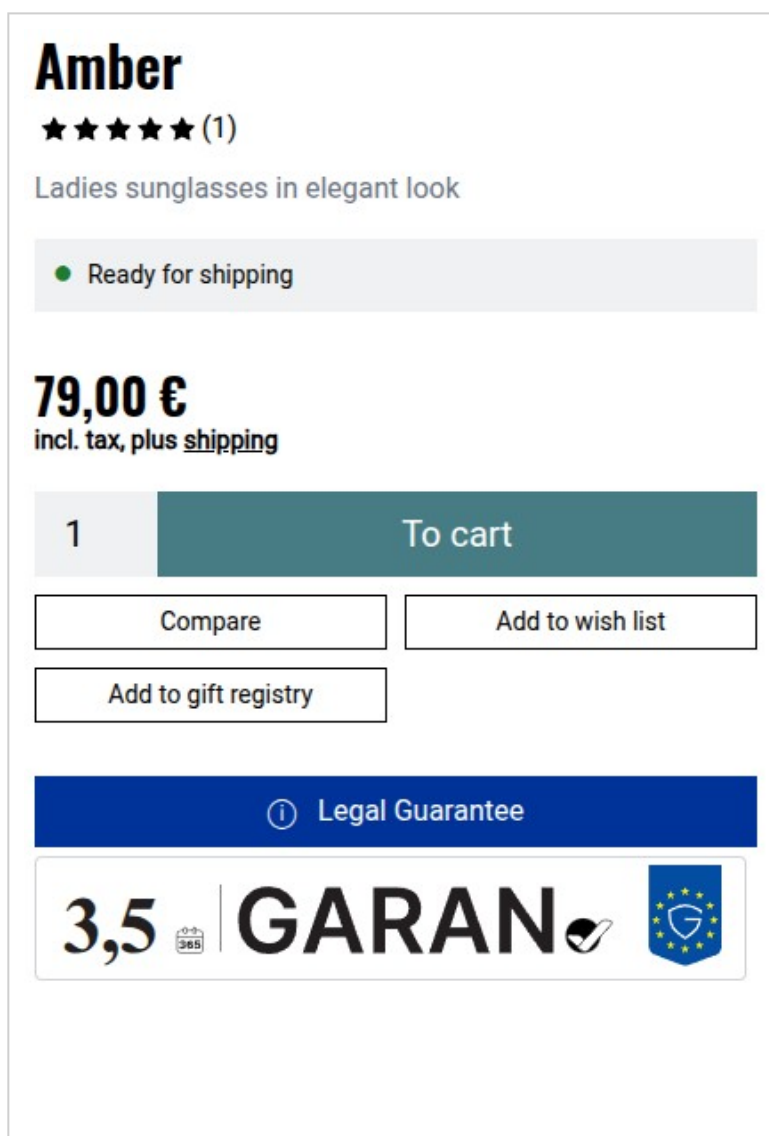


Products with an advertisable durability guarantee additionally carry a small **GARAN badge on their product tile** — on category pages, in search results and on manufacturer pages. Clicking the badge opens the full official label without leaving the list:



5.2 Product detail page

Below the add-to-cart area the customer sees two new elements — the blue notice button and the official GARAN banner with the guaranteed duration:



Clicking ⓘ **Legal Guarantee** opens the official EU notice (automatically in the shop language — it ships in all 24 official EU languages). The QR code and the link lead to the EU consumer portal "Your Europe":



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.

Clicking the **GARAN banner** opens the full official label with your product's data — producer brand, model identifier and duration — plus a QR code and a "Your Europe" link:

GARAN




Rob Ali

Amber 9a890

3,5


365



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

[More information on the Your Europe portal](#)

Number format: the duration always uses the harmonised EU format prescribed for the label: whole years as plain numbers (4), half years with a comma (3,5) — the same in every shop language and everywhere the duration appears.

5.3 Cart and mini-basket

Each eligible item line carries a small GARAN badge and a "Your Europe" link, so the information stays visible while the customer completes the purchase:


Amber

3,5



[More information on the Your Europe portal](#)

Item # 9a890

Unit price: 79,00 € 19 % VAT

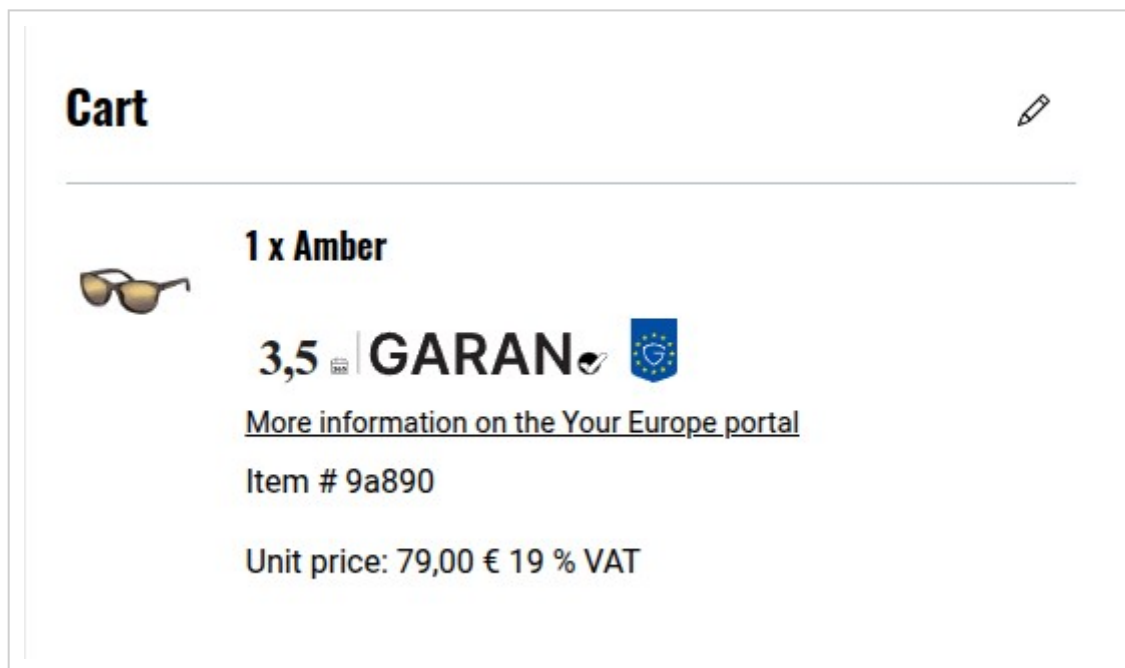
- 1 +




79,00 €

5.4 Checkout — order review

On the final order step the badge appears on the item line again, and (if enabled in the settings) the notice button sits directly next to the "Order now" button:



Summary

Total products (excl. tax)	66,39 €
plus 19% tax, amount	12,61 €
Total products (incl. tax)	79,00 €
Shipping costs	0,00 €
Grand total	79,00 €

Terms and Conditions and Right to Withdrawal

Our general [terms and conditions](#) apply. Read details about [right of withdrawal](#).

① Legal Guarantee

Order now

5.5 Order confirmation e-mail

The confirmation e-mail is the "durable medium" required by the EU. Each eligible item gets a GARAN text line (producer, model, duration, Your Europe link) — and, where the shop's server supports SVG rasterizing (ask your hoster about the "librsvg" toolchain), the official GARAN label itself is included as an image above that line. The text line always stays, because many e-mail programs block images. If the image cannot be rendered on your server, the module settings page shows a warning directly at the e-mail option (chapter 3.1). If enabled, the official notice image is additionally embedded at the end of the e-mail:



The e-mail is rendered in the language the customer ordered in; the duration always uses the EU label format (3 / 2,5). The whole GARAN block in the e-mail can be switched off in the module settings (chapter 3.1) — mind the durable-medium warning there.

6. Frequently asked questions

The GARAN label does not appear although I saved the form. Check chapter 4.3 — most commonly the duration is not above 2 years or one of the three EU condition checkboxes is unticked. Brand and model must both be filled in as well.

Can I show the label for a 2-year guarantee? No. The EU label is defined for durability guarantees *beyond* the statutory 2 years. The module enforces this on purpose.

Can I change how the label looks? No — the notice and the label are official EU artwork whose design is fixed by Regulation (EU) 2025/1960. The module inserts only your product data (brand, model, duration) into the official placeholders.

What about half years? Half-year steps are supported (e.g. 2.5 years, entered as 2.5 in the admin form). The storefront always shows them in the EU label format with a comma (2,5) — in every language; whole years appear without decimals.

Does the notice depend on the product? No. The notice informs about the statutory legal guarantee that applies to every product. It is controlled only by the three settings in chapter 3.

We sell in several languages — do I need to do anything? No. The notice ships in all 24 official EU languages and is picked automatically. The GARAN label artwork is language-independent (its caption strip contains all EU languages); your brand/model/duration entries are used as-is.