

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 (Text with EEA relevance)

Article 14

Repair or replacement of the goods

- 1 Repairs or replacements shall be carried out:
 - a free of charge;
 - b within a reasonable period of time from the moment the seller has been informed by the consumer about the lack of conformity; and
 - c without any significant inconvenience to the consumer, taking into account the nature of the goods and the purpose for which the consumer required the goods.
- 2 Where the lack of conformity is to be remedied by repair or replacement of the goods, the consumer shall make the goods available to the seller. The seller shall take back the replaced goods at the seller's expense.
- 3 Where a repair requires the removal of goods that had been installed in a manner consistent with their nature and purpose before the lack of conformity became apparent, or where such goods are to be replaced, the obligation to repair or replace the goods shall include the removal of the non-conforming goods, and the installation of replacement goods or repaired goods, or bearing the costs of that removal and installation.
- 4 The consumer shall not be liable to pay for normal use made of the replaced goods during the period prior to their replacement.