

Legal guarantee and repairs

Last updated 20 October 2026 Version 2.0

Every piece you buy from us as a consumer is covered by the **3-year legal guarantee of conformity** set by Spanish consumer law (Articles 114 to 127 bis of the TRLGDCU). It is your legal right, not an extra service, and it applies whether you bought online, by email, on a quote or at the showroom. This page explains what it covers and how to use it. It is part of our [Terms of sale](#).

1. What the legal guarantee covers

We are responsible for any **lack of conformity** that exists when you receive your piece and becomes apparent **within 3 years of delivery**. A piece is not in conformity if, for example:

- it does not match its description, the photos of the piece as made, or the sample you approved;
- it does not work as it should, or is not fit for the normal use of a piece of its kind;
- it does not have the durability and safety that you can reasonably expect;
- parts, fixings or instructions are missing;
- it was installed wrongly because our installation instructions were incomplete or wrong.

Burden of proof. If a lack of conformity appears within **2 years** of delivery, it is presumed to have existed at delivery; you do not have to prove it. Between the second and third year, you may need to show that the fault was there at delivery (for example, that it comes from how the piece was made).

2. What is not a lack of conformity

The guarantee covers faults, not every change to a piece. Damage or wear caused by the following is not a lack of conformity:

- **The character of the piece that we describe before you buy:** visible grout lines and small differences in the joints, gloss and shade of U- pieces; the raw, porous, layered texture and slight tone variation of quartz sand; normal differences between colours on screen and the painted finish.

- **Normal wear and tear** consistent with the age and use of the piece.
- **Accidents after delivery:** drops, knocks, falls, spills, pets, or transport by you or someone else after you received it.
- **Use against the instructions and warnings**, for example a lamp used outdoors, in a wet place or inside a bathroom zone where local wiring rules do not allow it; a U- piece left near a heat source or in direct sun behind glass (PLA softens at around 55-60 °C); water in a Stone Roses vessel; a candle left burning unattended; the wrong bulb in a lamp; a lamp connected to the wrong voltage.
- **Installation that did not follow our instructions**, or wiring of a mains-connected lamp by someone who is not a qualified electrician, unless the problem comes from our instructions.
- **Changes or repairs** made by anyone other than us or a repairer we approved, for the parts or faults they affect.

If you are not sure whether something is covered, ask us. We look at every case individually and always explain our answer.

3. What we do if your piece is not in conformity

- **First, repair or replacement**, whichever you choose, unless the one you choose is impossible or would cost us disproportionately more than the other. Our pieces are made in small numbers, so a repair in our studio is often the best option; where a replacement is better, we make you a new piece.
- **Free of charge.** We pay all costs: collection and return shipping, labour and materials. If the piece had been installed before the fault appeared, we pay to remove and reinstall it, or the reasonable cost of doing so.
- **Within a reasonable time** and without significant inconvenience to you.
- **If repair or replacement is not possible**, is not done within a reasonable time, the fault comes back, or the fault is serious, you can choose a **price reduction** or to **end the contract** and receive a **full refund** (not for a minor fault). We refund within 14 days of receiving the piece back.
- You may also be entitled to compensation for any damage the lack of conformity caused you.

4. How to claim

1. Write to info@rollostudio.com (or call +34 614 412 917) with your order number, a short description of the problem and, if you can, photos or a short video.
2. We register your claim, send you a reference number and reply **within 15 days at the latest**, usually much sooner.
3. If the piece needs to come to the studio, we arrange and pay for the collection, and give you a written receipt with the date and the problem described. When we return it, we give you a document with the date and what we did.
4. Please do not send a piece back without talking to us first, so we can protect it in transit.

There is no deadline to tell us about a fault within the 3 years, although telling us early helps us fix it faster. Your right to claim expires **5 years** after the fault appears.

5. After a repair or replacement

- The guarantee period is suspended while the piece is with us for repair.
 - For **one year** after we return a repaired or replaced piece, we remain responsible for the same fault. If a fault of the same origin appears again, it is presumed to be the same fault.
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6. Repairs and spare parts

As the maker of our pieces, we provide a repair service and spare parts for **at least 10 years after we stop making a model**. This includes the integrated LED module and driver of U- lamps, which are not replaceable by the user but are replaceable by a professional: if one fails, contact us and we replace it in our studio. Outside the legal guarantee, repairs are charged: we send you a quote before doing anything, spare parts are charged without a mark-up when we fit them, labour is charged at our published rates, and labour and parts are shown separately on the invoice. Our price list for spare parts and repair labour is available on request.

7. Product safety and liability

If a defect in a piece ever causes injury or damages other property, you have rights under product liability law (Articles 128 to 149 of the TRLGDCU), in addition to the guarantee. These rights cannot be excluded or limited, and nothing on this site tries to. Please report any safety problem straight away on our [Product safety](#) page.

8. Your legal guarantee in the EU

EU law gives every consumer a minimum legal guarantee of 2 years for goods. Spain extends it to 3 years, which is what applies to pieces sold by us. You can read about your guarantee rights across the EU on the European Commission's Your Europe site:

europa.eu/youreurope/guarantees. If you live in another EU country, you also keep any more favourable rights given by the law of your country.