Legal guarantee and repairs

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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 and following of the TRLGDCU). It is your legal right, not an extra service. It applies to Sand Store, Bespoke and Production pieces and to material sample packs, whether you accepted a quote, paid online or bought at our showroom. This page explains what it covers and how to use it. It forms part of our Terms of sale and our Service terms.

If you buy for a business, the 2-year trade warranty in our Trade terms applies instead of this page.

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1. What the legal guarantee covers

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

- it does not match its description on the product page or in your quote, the design you approved or the sample you approved;
- it is not fit for the normal use of a piece of its kind, or for a particular use you told us about by the time of the contract and we accepted;
- it does not have the durability and safety you can reasonably expect of a sand-printed piece of its kind, used as instructed;
- parts, fixings, the instructions or the safety information are missing;
- it was installed wrongly because our installation instructions were incomplete or wrong.

Bespoke and Production pieces. A Bespoke piece is checked against the design and specification you approved in writing. A Production piece is checked against your files and the specification in our quote: we are responsible for printing, infiltrating and finishing it correctly. Before the contract, your production quote tells you specifically about any limits we see in the design (for example parts too thin to be strong) and, for Production, that we print exactly to your files and do not check your design's safety, strength or fitness for purpose. A limit or deviation that the quote describes in this way, and that you accept expressly and separately when you accept the quote, is not a lack of conformity. See our Service terms.

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 the 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).

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2. What is not a lack of conformity

The guarantee covers faults, not every change to a piece. The following are not a lack of conformity:

- **The character of sand-printed pieces, which we describe specifically before you buy and which you accept expressly and separately when you order:** visible grain and layer texture; slight variations in tone, sheen and texture across a piece and from one piece to another; small surface pores and irregularities; fine joint lines where a large piece is printed in parts and bonded, when we describe this

for the piece; and small differences from the dimensions and weight shown, which are nominal, within normal tolerances for sand printing. The price never changes with the actual weight of your piece.

- **Normal wear and tear** consistent with the age and use of the piece.
- **Accidents after delivery:** drops, knocks and falls, chips or cracks from an impact, spills, pets, and moving or transporting the piece after you received it.
- **Use against the instructions and warnings** (see the examples below).
- **Installation that did not follow our instructions**, and lamps that were not installed by a qualified electrician.
- **Modifications and repairs by anyone other than us** or a repairer we approved, for the parts or faults they affect, including cutting, drilling, sanding or refinishing a piece.

Examples of use against the instructions and warnings:

- using a piece for food or drink;
- outdoor use, or use in a wet or damp place, unless the product page says the piece is suitable;
- putting water in a vessel that is not described as watertight;
- placing a piece next to a heat source, or in strong direct sun for long periods;
- using a candleholder without a metal or glass cup or insert, or leaving a candle burning unattended;
- resting a lit cigar or ash on the sand surface of a cigar tray;
- loading a table or seat beyond the maximum load stated for it, or standing or climbing on furniture;
- moving a heavy piece without enough people or the right equipment, or sliding it across the floor.

None of this applies if the problem comes from a fault in the piece, or from instructions or warnings that were missing, incomplete or wrong. If you are not sure whether something is covered, ask us. We look at every case individually and always explain our answer in writing.

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

- **Repair or replacement, whichever you choose,** unless the one you choose is impossible or would cost us disproportionately more than the other. Many faults can be repaired, in our studio or, where it is better for you and the piece, at your home. A replacement means we make a new piece for you, which takes a production period similar to the original. We tell you how long.
- **Free of charge.** We pay all costs: collection and return transport (including freight for heavy pieces), labour and materials. If the piece had been installed in line with its nature and our instructions before the fault appeared (for example a hardwired lamp or a piece fixed to a wall), we remove and reinstall it, or pay the reasonable cost of doing so. We never charge you for your normal use of a piece before we replace it.
- **Within a reasonable time** and without significant inconvenience to you.
- **Price reduction or ending the contract.** 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 proportionate price reduction or to end the contract and receive a full refund (not for a minor fault). If you end the contract, we collect the piece at our cost and refund you within 14 days of receiving it back.
- **Compensation.** You may also be entitled to compensation for any damage the lack of conformity caused you.

4. How to claim

1. Write to info@blacksandlab.com, call +34 614 412 917 or write to us at Carrer de Fray Francisco Cabezas 13, Bajo C, 46019 València, Spain. Include your quote or order reference, 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 a written acknowledgement, and reply within 15 days at the latest, usually much sooner.
3. If the piece needs to come to us, we arrange and pay for its packing and 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 your piece is with us for repair, and from when you choose a replacement until we deliver it.
- For one year after we return a repaired or replaced piece, we remain responsible for the fault that led to the repair or replacement. If a fault of the same origin appears again, it is presumed to be the same fault.

6. Repairs outside the guarantee and spare parts

Sand-printed pieces can often be repaired. Outside the legal guarantee, for example after an accident, we can repair your piece for a charge:

- we look at photos, or at the piece, and send you a written quote before doing any work;
- where possible, we repair the damaged area or remake the damaged part from our production files. A repaired or remade part may show slight differences in tone and texture, as the material does from one print to another;
- spare parts are charged without any mark-up when we fit them, labour is charged at the rates in our price list, and parts and labour are shown separately on the invoice. Our price list for spare parts and repair labour is available on request;
- our paid repairs are guaranteed for 3 months from when we return the piece, for the work done and the parts fitted.

If a repair is not technically possible, we tell you why and, where we can, offer to make you a new piece, with a quote.

Repair service and spare parts. As the producer of our pieces, we provide a repair service and spare parts for at least 10 years after we stop making a model, as Spanish law requires for durable goods. For the sand parts, this means repairing them or remaking the part from our production files. For lamps, it includes the electrical components, such as the lampholder, cable, suspension and any driver or LED module, which only we or a qualified electrician may replace.

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 and care page.

8. The EU legal guarantee notice

The European Union has created an official notice that summarises your legal guarantee rights in the same way in every EU country (Commission Implementing Regulation (EU) 2025/1960). We show it below, and on our product pages, at checkout and in your order confirmation. The notice states the minimum period under EU law, which is 2 years. For pieces you buy from us, Spanish law gives you 3 years, as this page explains.

9. 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. If you live in another EU country, you also keep any more favourable rights given by the law of your country.