# Study to support the Commission’s policy development on promoting repair of consumer goods - Questionnaire

***Short introduction to the project***

The purpose of the study is to contribute to the Commission’s work focused on fostering the consumers’ role in sustainable consumption by ensuring that goods are used for as long as they can.

Based on a literature review and a first round of expert interviews we have identified the main drivers contributing to the premature obsolescence and the short consumption lifetime of goods. As lacking repair was identified as one driver to hinder longer use of products, the next step within the study is to understand the current repair market and related market practices.

Hence, the objective of this questionnaire is to better understand the actors, activities and contractual agreements within the current repair services market (focus EU). In this regard **repair activities within and beyond legal guarantee period** are from special interest to us.

For the sake of this study, we have focused on eight different product categories.

1. Mobile phones
2. Televisions
3. Refrigerators
4. Laptops
5. Clothing
6. Shoes/footwear
7. Cars
8. Wooden furniture

We are aware that you cannot contribute to every single one of these products or to every single question. Nonetheless, we are grateful for any information.

***Questionnaire***

1. **With regard to product repair within legal guarantee, what contractual agreements are typical between**
   1. manufacturers and retailers
   2. manufacturers and repairers
   3. retailers and repairers
   4. retailers and spare parts providers (if not the manufacturer)
   5. repairers and spare parts providers
   6. What is the relationship between independent repairers and manufacturers/retailers?
   7. Does any other contractual agreements are relevant in the repair services sector?
2. **With regard to product repair outside legal guarantee, what contractual agreements are typical between**
3. manufacturers and retailers
4. manufacturers and repairers
5. retailers and repairers
6. retailers and spare parts providers (if not the manufacturer)
7. repairers and spare parts providers
8. What is the relationship between independent repairers and manufacturers/retailers?
9. Does any other contractual agreements are relevant in the repair services sector?
10. **Can you describe the repair process within legal guarantee for the following products? Please include the different actors and steps within a repair process in the description.**
    1. Mobile phones
    2. Televisions
    3. Refrigerators
    4. Laptops
    5. Clothing
    6. Shoes/footwear
    7. Cars
    8. Wooden furniture
11. **Can you describe the repair process outside legal guarantee for the following products? Please include the different actors and steps within a repair process in the description.**
12. Mobile phones
13. Televisions
14. Refrigerators
15. Laptops
16. Clothing
17. Shoes/footwear
18. Cars
19. Wooden furniture
20. **We learnt that some repairers offer guarantees on their repairs. We would like to address the following sub-questions in this regard:**
21. Is this a practice within or outside legal guarantee?
22. Is this a practice within or outside commercial guarantee?
23. Is this a contracted repairers practice only or are independent repairers offering the same?
24. Is the guarantee usually given on parts, on labour, on whole products?
25. **Are spare parts provided as a priority within legal guarantee or within commercial warranty cases (and as less priority outside guarantee)?**
26. **We identified three factors influencing the decision for repair and against replacement (price and availability of spare parts, price of repair, price of original product).**
27. Is this true to the same extent to manufacturers, retailers, repairers and consumers?
28. What is the major reason for your organisation to decide against repair?
29. **At what proportion do you replace products instead of repairing them (e.g. answer in percentage)?**
30. **What do you do with products (if being repairer, repairing retailer or manufacturer) that cannot be/are not worth being repaired?**
31. **Would you agree that there is a lacking (convenient) repair infrastructure in Europe? What is the major reason for this? Is the lack different for the different product groups?**
32. Mobile phones
33. Televisions
34. Refrigerators
35. Laptops
36. Clothing
37. Shoes/footwear
38. Cars
39. Wooden furniture
40. **Do you assume that the current repair infrastructure could digest an increasing repair demand?**
41. **How do you expect the further development of the repair market and the repair infrastructure in the next 10 years?**
42. **What would be the potential impacts of introducing a horizontal right to repair?** Think of, for instance: economic, environmental and social impacts, impacts on consumers
43. **What would be the potential impacts of extending the legal guarantee period?** Think of, for instance: economic, environmental and social impacts, impacts on consumers.