

# Consumers Need the Right to Repair

## CA S.B. 983 - Right to Repair

Consumer Reports (CR) supports CA S.B. 983, to guarantee consumers the right to repair their electronic products, or have them repaired by the servicer of their choice. CR is a longtime champion of this “right to repair,” which guarantees that consumers and independent repairers have the same access as a manufacturer’s authorized repair technicians to the information, parts, and tools needed for repairs.

### CONSUMERS NEED REPAIR RIGHTS.

- It is difficult for consumers to repair their electronic devices. According to Consumer Reports’ November 2021 nationally representative survey of 2,075 US adults, one-quarter of people who had a broken phone in the past five years set out to repair it but ended up replacing it, many citing cost or inconvenience<sup>1</sup>.
- Without competition and choice, repair can be costly and inconvenient. Our survey found that more than four out of ten Californians<sup>2</sup> (43%) say they have replaced a broken product, in at least one of the categories we asked about, sooner than they wanted to because they couldn’t find a repair professional they were happy with to fix it<sup>3</sup>.
- Right to repair is an economic justice issue — lower-income households depend more on smartphones to connect to the internet at home<sup>4</sup>.
- **Simply put, consumers should be able to fix the products they own.**

### S.B. 983 WILL GIVE CONSUMERS MORE CHOICES WHEN IT COMES TO REPAIR. THE BILL:

- Gives consumers back more control of the products they own by giving them more options to repair their products.
- Makes it more affordable to fix products, by increasing competition among repair businesses.
- Helps the environment, since consumers will no longer need to replace the entire product if a part breaks. According to CALPIRG, Californians throw away 46,000 cell phones every day<sup>5</sup>.

### CALIFORNIANS OVERWHELMINGLY SUPPORT THE RIGHT TO REPAIR.

- Most Californians (81%) say they agree with a policy that would require manufacturers to make repair information and parts available either to independent repair professionals or to product owners<sup>6</sup>.

**We proudly support California’s S.B. 983. For more information, please contact Nandita Sampath, [nandita.sampath@consumer.org](mailto:nandita.sampath@consumer.org).**

1. [“Right to Repair: A Nationally Representative Multi-Mode Survey,”](#) Consumer Reports, January 2022

2. Ibid. Results based on a subsample of the full nationally representative survey (268 respondents who reside in California).

3. Ibid.

4. [“Broadband: A Nationally Representative Multi-Mode Survey,”](#) Consumer Reports, July 2021

5. [“As ‘Right to Repair’ Bill Introduced in California Senate, New Survey Shows Widespread Bipartisan Support,”](#) CALPIRG, February 2022

6. Consumer Reports’ Right to Repair Survey.