

Consumers Need the Fair Repair Act

[H.R. 4006](#) and [S. 3830](#)

Consumer Reports (CR) supports the Fair Repair Act, 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 getting increasingly difficult for consumers to repair their electronic devices¹. 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 inconvenience².
- Without competition and choice, repair can be costly and inconvenient. Our survey found that more than half of Americans (53%) 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 it³.
- Right to repair is an economic justice issue — lower-income households depend more on smartphones to connect to the internet at home⁴.
- **Simply put, consumers should be able to fix the products they own.**

THE FAIR REPAIR ACT 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.

CONSUMERS OVERWHELMINGLY SUPPORT THE RIGHT TO REPAIR.

- Most Americans (84%) 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 owners⁵.

We proudly support the Fair Repair Act. For more information, please contact Nandita Sampath, nandita.sampath@consumer.org.

1. Kaveh Waddell, [“People Want to Get Phones and Appliances Fixed — But Often, They Can’t,”](#) Consumer Reports, February 2022.

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

3. Ibid.

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

5. Consumer Reports’ Right to Repair Survey.