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.


3. Ibid.
