

Common rules promoting the repair of goods

2023/0083(COD) - 10/07/2024 - Final act

PURPOSE: to promote the repair of broken or defective goods.

LEGISLATIVE ACT: Directive (EU) 2024/1799 of the European Parliament and of the Council on common rules promoting the repair of goods and amending Regulation (EU) 2017/2394 and Directives (EU) 2019/771 and (EU) 2020/1828.

CONTENT : the directive creates a set of tools and incentives to **make repair more attractive for consumers**. This legislation will make it easier for consumers to seek repair instead of replacement and repair services will become more accessible, transparent and attractive.

The main elements of the directive are as follows:

Manufacturers' obligations

The directive obliges manufacturers to repair goods such as washing machines, hoovers, smartphones, tumble dryers and goods with light means of transport batteries for which reparability requirements are laid down in EU legal acts. The producer should not be obliged to repair goods where repair is legally or materially impossible.

The repair must be carried out free of charge or for a reasonable charge and within a reasonable time from the time when the manufacturer is in physical possession of the goods. The manufacturer may grant the consumer the **loan of a replacement good**, free of charge or at a reasonable fee, for the duration of the repair, and in cases where repair is impossible, the manufacturer may offer the consumer a **refurbished good**.

Manufacturers that make **spare parts** and tools available for goods will offer these spare parts and tools at a reasonable price that does not deter repair. In addition, manufacturers will not use any contractual clauses, hardware or software techniques that impede the repair of goods unless justified by legitimate and objective factors.

The manufacturer or, where applicable, the authorised representative, importer or distributor will make available free of charge, at least for the entire duration of their obligation to repair, information on their repair services in an easily accessible, clear and comprehensible manner.

European Repair Information Form

Repairers will provide the consumer with the European Repair Information Form set out in Annex I. The European Repair Information Form will be provided on a durable medium and within a reasonable period of time after the request and before the consumer is bound by a contract for the provision of repair services.

European Online Platform for repair

A European online platform for repair will be established to **allow consumers to find repairers** and, where applicable, sellers of refurbished goods, purchasers of defective goods for refurbishment or community-led repair initiatives.

The Commission will ensure that the European online platform is accessible to consumers easily and free of charge.

By 31 July 2027 at the latest, the Commission will develop a **common online interface** for the European online platform. Member States must use the common online interface for their national sections.

An **expert group** composed of representatives of all Member States and chaired by a representative of the Commission should advise the Commission with regard to the design and functioning of the European online platform and its national sections. By 31 July 2026, Member States will inform the Commission about the national contact point that they have designated for the European online platform or the national online platforms that they have established.

Member States will take appropriate measures to ensure that information on the rights of consumers under this Directive, and on the means to enforce those rights, are available to consumers.

Reporting by the Commission and review

No later than 31 July 2031, the Commission will present a report on the application of the Directive. The report will assess the contribution of the Directive to promoting repair in the internal market, including the repair of goods subject to repairability requirements outside the legal guarantee and the consumers' choice for repair within the legal guarantee as well as its impact on businesses and consumers.

ENTRY INTO FORCE: 30.7.2024.

TRANSPOSITION AND APPLICATION: from 31.7.2026.