



## Right to Repair Survey:

A Nationally Representative Multi-Mode Survey

### 2024 Survey Results

#### **Overview of Methodology**

In June and July of 2024, Consumer Reports fielded a Right to Repair Survey to assess consumer behaviors and attitudes about repairing products they own. Survey results are based on interviews conducted from June 17 to July 5, 2024. The survey asks about behaviors and attitudes regarding repairs to three categories of products: large home appliances, small home appliances, portable rechargeable electronic devices. It then concludes with a set of questions on opinions about repairability and the right to repair.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total NORC collected 2,154 interviews, 2,039 by web mode and 115 by phone mode, 2,060 in English and 94 in Spanish. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

*Key demographic characteristics (after weighting is applied) of this sample are presented below:*

51% female; median age of 47 years old; 61% white, non-Hispanic; 36% 4-year college graduates; and 59% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/-2.86 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

## TOPLINE RESULTS

The questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question wording, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Prepared by CR Survey Research Department, August 2024

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## REPAIR OR REPLACE

RR\_INTRO1.

This survey is about products in your home and what you typically do when something breaks or stops working.

Q1. [RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NONE OF THESE" AT END IN THAT ORDER. "NONE OF THESE" IS EXCLUSIVE. RESPONDENTS COULD SELECT UP TO THREE RESPONSES]

The following are factors that people might consider when deciding whether they will repair a product they own that is no longer working, or if they will replace it.

Which, if any, of these are most important to you when deciding between repairing or replacing something you own?

Select UP TO THREE.

	Total
	%
Costs to repair or replace the product	70
Whether I can repair it myself	43
Age of the product	38
Price I originally paid for the product	25
History of problems with the product	21
Time it will take to repair or replace the product	20
Availability of suitable replacement products that meet my needs	16
Safety	16
Availability of competent repair professionals	10
How efficient my current product is, in terms of how much electricity or water it uses	9
Environmental impacts	6
Other, please specify	2
None of these	1
Base: All respondents	2,154

RR\_INTRO2.

The next several questions are about different options for repairing products. There are two main types of repair shops where a consumer can take a broken item to get fixed.

One type is authorized or certified repair shops that are recommended by the manufacturer. Authorized repair shops include the manufacturer itself, repair shops that have an agreement with the manufacturer, or the store where you purchased the item.

The other type is independent repair shops that do not have a relationship with the manufacturer.

A person can also repair an item themselves.

## LARGE APPLIANCE

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LA1A. [RESPONDENTS ARE PROMPTED TWICE TO RESPOND IF THEY DO NOT DO SO INITIALLY.]

Have you owned a large home appliance (such as a dishwasher or clothes dryer) in the <u>past five years</u> ?	
	<b>Total</b>
	%
Yes	89
No	10
Don't know	1
<b>Base: All respondents</b>	<b>2,154</b>

LA1. [SHOW IF LA1A = "YES." RESPONDENTS ARE PROMPTED TWICE TO RESPOND IF THEY DO NOT DO SO INITIALLY.]

In the past five years, has a large home appliance (such as a dishwasher or clothes dryer) you owned stopped working well enough to use?	
	<b>Total</b>
	%
Yes	68
No	32
<b>Base: Respondents who have owned a large home appliance in the past five years</b>	<b>1,910</b>

LA2. [SHOW IF LA1 = "YES." RESPONDENTS ARE PROMPTED ONCE TO RESPOND IF THEY DO NOT DO SO INITIALLY. RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "REPAIRED THE APPLIANCE," "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT," "REPLACED THE APPLIANCE," "NOTHING."]

**Which of the following best describes what you did when your large home appliance stopped working well enough to use?**

*If this has happened more than once in the past five years, please think about the most recent time it happened.*

	Total
	%
Repaired the appliance	36
Replaced the appliance	32
Tried to repair the appliance, but ended up replacing it	26
Nothing: I got rid of it or just stopped using it and didn't replace it	6
<b>Base: Respondents who owned a large home appliance that stopped working well enough to use in the past five years</b>	<b>1,313</b>

LA3. [SHOW IF LA1 = "YES." RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "MANUFACTURER'S WARRANTY," "EXTENDED WARRANTY," "MULTI-PRODUCT SERVICE CONTRACT," "NONE OF THESE," "UNSURE." "NONE OF THESE" AND "UNSURE" ARE EXCLUSIVE OPTIONS.]

**Was this appliance covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it stopped working well enough to use?**

*Select ALL that apply.*

	Total
	%
No, none of these types of coverage	75
A manufacturer's warranty	11
An extended warranty, service contract, or protection plan that I purchased for this product	8
A multi-product service contract that covers multiple items or systems in my home	4
Unsure	6
<b>Base: Respondents who owned a large home appliance that stopped working well enough to use in the past five years</b>	<b>1,314</b>

**LA4.** [SHOW IF LA2 = "REPAIRED THE APPLIANCE" OR "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT."

THOSE WHO SAID "REPAIRED THE APPLIANCE" SAW THE QUESTION AS "YOU MENTIONED THAT YOU REPAIRED THE APPLIANCE... WHICH, IF ANY, OF THE FOLLOWING PLACES DID YOU USE...?" THEY ALSO SAW "I REPAIRED IT MYSELF" AND DID NOT SEE THE "NOWHERE" OPTION.

THOSE WHO SAID "TRIED TO REPAIR THE APPLIANCE" SAW THE QUESTION AS "YOU MENTIONED THAT YOU TRIED TO REPAIR THE APPLIANCE... WHICH, IF ANY, OF THE FOLLOWING PLACES DID YOU ATTEMPT TO USE...?" THEY ALSO SAW "I TRIED TO REPAIR IT MYSELF" AND THEY SAW THE "NOWHERE" OPTION.

RANDOMIZE RESPONSE OPTIONS, HOLDING TOGETHER "THE MANUFACTURER" WITH "THE STORE WHERE I PURCHASED IT," AND HOLDING TOGETHER "A REPAIR SHOP THAT IS AUTHORIZED OR CERTIFIED BY THE APPLIANCE MANUFACTURER" WITH "AN INDEPENDENT REPAIR SHOP." "I REPAIRED IT MYSELF," "NOWHERE," AND "DON'T KNOW OR DON'T RECALL" ARE HELD AT END IN THAT ORDER. "NOWHERE" AND "DON'T KNOW OR DON'T RECALL" ARE EXCLUSIVE.]

**You mentioned that you repaired the appliance when it stopped working well enough to use.**

**Which, if any, of the following places did you use to have it repaired?**

**Select ALL that apply.**

	<b>Total</b>
	%
I repaired it myself, or had it repaired by a friend or family member	48
An independent repair shop	27
A repair shop that is authorized or certified by the appliance manufacturer	18
The store where I purchased it	10
The manufacturer	7
A chain retailer other than the store where I purchased it	3
Nowhere	0.1
Don't know or don't recall	3
<b>Base: Respondents who repaired or tried to repair their appliance</b>	<b>829</b>

LA5. [SHOW IF LA2 = "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT," "REPLACED THE APPLIANCE," OR "NOTHING." THOSE WHO SAID "NOTHING" DID NOT SEE THE RESPONSE OPTIONS "IT WAS MORE COST-EFFECTIVE TO REPLACE IT THAN TO REPAIR IT" AND "WARRANTY OR INSURANCE COVERED A REPLACEMENT." RANDOMIZE RESPONSE OPTIONS, HOLDING TOGETHER "THE REPAIR PROFESSIONAL COULDN'T FIX IT" WITH "THE REPAIR PROFESSIONAL TOLD ME THAT I HAD TO GO TO AN AUTHORIZED REPAIR SHOP," AND HOLDING "OTHER" AND "NO PARTICULAR REASON" AT END IN THAT ORDER. "NO PARTICULAR REASON" IS EXCLUSIVE.]

<b>Which, if any, of the following are reasons why you did NOT repair this appliance?</b>	
<b>Select ALL that apply.</b>	
	<b>Total</b>
	%
It was too old to be worth repairing	43
It was more cost-effective to replace it	42
The repair professional couldn't fix it, or told me it wasn't worth fixing	19
Convenience: it was too much of an effort or the repair shop was too far away	13
I wanted to get rid of it anyway	11
I couldn't find a repair professional who I believed could fix it	7
It would have taken too long to get it fixed	6
Warranty or insurance covered a replacement	5
The repair professional told me that I had to go to an authorized repair shop	2
Other, please specify	8
No particular reason	3
<b>Base: Respondents who did not repair their appliance</b>	<b>813</b>

LA6.

<b>Have you <u>ever</u> replaced a broken large home appliance sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?</b>	
	<b>Total</b>
	%
Yes, I have done this	34
No, I have never done this	55
Not applicable - I've never had a large home appliance that broke or was in need of repairs	7
Not applicable - I've never owned a large home appliance	4
<b>Base: All respondents</b>	<b>2,149</b>

LA7. [RESPONSE OPTIONS SHOWN IN A DROPDOWN MENU CONTAINING THE NUMBERS 1-20 AND THE OPTION "MORE THAN 20."]

In your opinion, how long do you believe a large appliance (like a refrigerator or a clothes dryer) should last before it stops working well enough to use?

That is, what do you think is a reasonable number of years for a large appliance's useful life?

	Total
	%
<b>Net: More than 10 years</b>	<b>38</b>
1	1
2	1
3	1
4	1
5	6
6	3
7	5
8	4
9	1
10	40
11	0.3
12	4
13	1
14	0.3
15	18
16	0.3
17	0.2
18	0.2
19	0.2
20	9
More than 20	5
<b>Average (Mean)</b>	<b>12</b>
<b>Base: All respondents</b>	<b>2,130</b>

## SMALL APPLIANCE

SA1. [RESPONDENTS ARE PROMPTED TWICE TO RESPOND IF THEY DO NOT DO SO INITIALLY.]

**Next, let's turn to small appliances. In the past five years, have you had a small home appliance (like a blender, coffee maker, or toaster) you owned stop working well enough to use?**

	Total
	%
Yes	68
No	30
Not applicable - I haven't owned a small home appliance in the past five years	2
<b>Base: All respondents</b>	<b>2,154</b>

SA2. [SHOW IF SA1 = "YES." RESPONDENTS ARE PROMPTED ONCE TO RESPOND IF THEY DO NOT DO SO INITIALLY. RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "REPAIRED THE APPLIANCE," "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT," "REPLACED THE APPLIANCE," "NOTHING."]

**Which of the following best describes what you did when your small home appliance stopped working well enough to use?**

*If this has happened more than once in the past five years, please think about the most recent time it happened.*

	Total
	%
Replaced the appliance	72
Tried to repair the appliance, but ended up replacing it	14
Repaired the appliance	8
Nothing: I got rid of it or just stopped using it and didn't replace it	6
<b>Base: Respondents who owned a small home appliance that stopped working well enough to use in the past five years</b>	<b>1,510</b>



**SA3.** [SHOW IF SA2 = "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT," "REPLACED THE APPLIANCE," OR "NOTHING." THOSE WHO SAID "TRIED TO REPAIR THE APPLIANCE BUT ENDED UP REPLACING IT" OR "REPLACED THE APPLIANCE" SAW THE QUESTION TEXT, "YOU MENTIONED THAT YOU REPLACED THE APPLIANCE...." THOSE WHO SAID "NOTHING" SAW THE QUESTION TEXT, "YOU MENTIONED THAT YOU DIDN'T REPAIR OR REPLACE YOUR APPLIANCE...."]

RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "GAVE IT AWAY TO A FRIEND, FAMILY MEMBER, OR NEIGHBOR" WITH "GAVE IT AWAY THROUGH AN ORGANIZATION THAT HELPS PEOPLE EXCHANGE ITEMS FOR FREE," AND HOLDING "NOTHING" AND "OTHER" AT END IN THAT ORDER.]

**You mentioned that you replaced the appliance when it stopped working well enough to use.**

**What did you end up doing with the old appliance?**

	<b>Total</b>
	%
Put it in the trash or took it to a dump	61
Recycled it	21
Donated it (to a charity such as Goodwill or The Salvation Army)	5
Gave it away to a friend, family member, or neighbor	4
Gave it away through an organization that helps people exchange items for free, such as Freecycle or Buy Nothing groups	1
Sold it	1
Nothing, I still have it	5
Other, please specify	2
<b>Base: Respondents who did not repair their appliance</b>	<b>1,407</b>

## **PORTABLE RECHARGEABLE ELECTRONIC DEVICE**

E\_INFO.

**The next few questions are about portable rechargeable electronic devices -- like smartphones, laptops, tablets, smart watches, or wireless earphones or earbuds. These are devices that you need to recharge, either by plugging in or using a wireless recharging pad.**

E1. [RESPONDENTS ARE PROMPTED TWICE TO RESPOND IF THEY DO NOT DO SO INITIALLY.]

**In the past five years, have you had a portable rechargeable electronic device (such as a smartphone, laptop, or wireless earphones) where the battery stopped working well enough to use the device?**

**This could mean it was charging too slowly, didn't hold a charge for long enough, or stopped charging altogether.**

	Total
	%
Yes	64
No	33
Not applicable - I haven't owned a portable rechargeable electronic device in the past five years	2
<b>Base: All respondents</b>	<b>2,153</b>

E2. [SHOW IF E1 = "YES." RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "REPLACED THE BATTERY," "REPLACED THE DEVICE ALTOGETHER," "NOTHING."]

**Which of the following best describes what you did when your device's battery stopped working well enough to use?**

**If this has happened more than once in the past five years, please think about the most recent time it happened.**

	Total
	%
Replaced the device altogether	62
Replaced the battery	29
Nothing	9
<b>Base: Respondents who owned a portable rechargeable electronic device with a battery that stopped working well enough to use in the past five years</b>	<b>1,401</b>

E3. [SHOW IF E1 = ANYTHING OTHER THAN "NOT APPLICABLE." RESPONDENTS ARE PROMPTED TWICE TO RESPOND IF THEY DO NOT DO SO INITIALLY.]

**In the past five years, aside from battery issues, have you had a portable rechargeable electronic device that broke or stopped working well enough to use in any other way?**

	Total
	%
Yes	52
No	48
<b>Base: Respondents who have owned a portable rechargeable electronic device in the past five years</b>	<b>2,115</b>

E4. [SHOW IF E3 = "YES." RESPONDENTS ARE PROMPTED ONCE TO RESPOND IF THEY DO NOT DO SO INITIALLY. RESPONSE OPTIONS SHOWN IN THE FOLLOWING ORDER: "REPAIRED THE DEVICE," "TRIED TO REPAIR THE DEVICE, BUT ENDED UP REPLACING IT," "REPLACED THE DEVICE," "NOTHING."] ]

**Which of the following best describes what you did when your electronic device broke or stopped working well enough to use (in a way other than battery problems)?**

*If this has happened more than once in the past five years, please think about the most recent time it happened.*

	Total
	%
Replaced the device	58
Tried to repair the device, but ended up replacing it	20
Repaired the device	12
Nothing: I got rid of it or just stopped using it and didn't replace it	10
<b>Base: Respondents who owned a portable rechargeable electronic device that stopped working well enough to use in a way other than battery problems in the past five years</b>	<b>1,107</b>

E5. [SHOW IF E1 = "YES" OR E3 = "YES." RANDOMIZE RESPONSE OPTIONS, HOLDING "NONE OF THESE" AND "UNSURE" AT END IN THAT ORDER. "NONE OF THESE" AND "UNSURE" ARE EXCLUSIVE.] ]

**Was this electronic device covered by any manufacturer's warranty, extended warranty, or other service contract/protection plan at the time that it stopped working well enough to use?**

*Select ALL that apply.*

	Total
	%
No, none of these types of coverage	68
A manufacturer's warranty	12
An extended warranty, service contract, or protection plan that I purchased for this product	10
A multi-product service contract that covers multiple items or systems in my home	3
Unsure	10
<b>Base: Respondents who owned a portable rechargeable electronic device that stopped working well enough to use in any way in the past five years</b>	<b>1,623</b>

**E6.** [SHOW IF E4 = "REPAIRED THE DEVICE" OR "TRIED TO REPAIR THE DEVICE, BUT ENDED UP REPLACING IT." THOSE WHO SAID "REPAIRED THE DEVICE" SAW THE QUESTION AS "YOU MENTIONED THAT YOU REPAIRED YOUR ELECTRONIC DEVICE..." THEY ALSO SAW "I REPAIRED IT MYSELF" AND THEY DID NOT SEE THE "NOWHERE" OPTION. THOSE WHO SAID "TRIED TO REPAIR THE DEVICE" SAW THE QUESTION AS "YOU MENTIONED THAT YOU TRIED TO REPAIR YOUR ELECTRONIC DEVICE..." THEY ALSO SAW "I TRIED TO REPAIR IT MYSELF" AND THEY SAW THE "NOWHERE" OPTION.

RANDOMIZE RESPONSE OPTIONS, HOLDING TOGETHER "THE MANUFACTURER" WITH "THE STORE WHERE I PURCHASED IT," AND HOLDING TOGETHER "A REPAIR SHOP THAT IS AUTHORIZED OR CERTIFIED BY THE APPLIANCE MANUFACTURER" WITH "AN INDEPENDENT REPAIR SHOP." "I REPAIRED IT MYSELF," "NOWHERE," AND "DON'T KNOW OR DON'T RECALL" ARE HELD AT END IN THAT ORDER. "NOWHERE" AND "DON'T KNOW OR DON'T RECALL" ARE EXCLUSIVE.]

**You mentioned that you repaired your electronic device when it stopped working well enough to use.**

**To which, if any, of the following places did you take it to have it repaired?**

**Select ALL that apply.**

	<b>Total</b>
	%
I repaired it myself, or had it repaired by a friend or family member	33
The store where I purchased it	22
A repair service like Best Buy's Geek Squad or uBreakiFix	19
An independent repair shop	18
The manufacturer	15
A repair shop that is authorized or certified by the manufacturer	12
A chain retailer other than the store where I purchased it	8
Nowhere	2
Don't know or don't recall	4
<b>Base: Respondents who repaired or tried to repair their device</b>	<b>362</b>

E7. [SHOW IF E4 = "TRIED TO REPAIR THE DEVICE, BUT ENDED UP REPLACING IT," "REPLACED THE DEVICE," OR "NOTHING." THOSE WHO SAID "NOTHING" DID NOT SEE THE RESPONSE OPTIONS "IT WAS MORE COST-EFFECTIVE TO REPLACE IT THAN TO REPAIR IT" AND "WARRANTY OR INSURANCE COVERED A REPLACEMENT." RANDOMIZE RESPONSE OPTIONS, HOLDING TOGETHER "THE REPAIR PROFESSIONAL COULDN'T FIX IT" WITH "THE REPAIR PROFESSIONAL TOLD ME THAT I HAD TO GO TO AN AUTHORIZED REPAIR SHOP," AND HOLDING "OTHER" AND "NO PARTICULAR REASON" AT END IN THAT ORDER. "NO PARTICULAR REASON" IS EXCLUSIVE.]

**Which, if any, of the following are reasons why you did NOT repair this electronic device?**

**Select ALL that apply.**

	<b>Total</b>
	%
It was more cost-effective to replace it than to repair it	40
It was too old to be worth repairing	36
I wanted to replace it anyway	24
The repair professional couldn't fix it, or told me it wasn't worth fixing	16
I think of items like this as disposable when they break	12
Convenience: it was too much of an effort or the repair shop was too far away	12
Warranty or insurance covered a replacement	10
It would have taken too long to get it fixed	9
I couldn't find a repair professional who I believed could fix it	6
The repair professional told me I had to go to an authorized repair shop	2
Other, please specify	5
No particular reason	3
<b>Base: Respondents who did not repair their device</b>	<b>961</b>

E8. [RANDOMIZE RESPONSE OPTIONS, HOLDING "NO" AND "UNSURE" AT END IN THAT ORDER.]

**Now, imagine that you owned a portable electronic device that had problems with the battery. If the manufacturer offered a new battery at a low cost along with instructions for how to install it yourself, would you do that?**

	<b>Total</b>
	%
Yes, as long as it would not void the warranty	62
Yes, even if it would void the warranty	18
No	9
Unsure	10
<b>Base: All respondents</b>	<b>2,151</b>

E9. [RESPONSE OPTIONS SHOWN IN A DROPDOWN MENU CONTAINING THE NUMBERS 1-20 AND THE OPTION "MORE THAN 20."]

In your opinion, how long do you believe a portable rechargeable electronic device (like a smartphone, laptop, or wireless headphones) should last before it stops working well enough to use?

That is, what do you think is a reasonable number of years for an electronic device's useful life?

	Total
	%
<b>Net: More than 5 years</b>	<b>51</b>
1	1
2	3
3	5
4	6
5	33
6	8
7	7
8	5
9	1
10	23
11	0.3
12	0.3
13	0.04
14	0.2
15	4
16	0.3
17	0.03
18	0.02
20	1
More than 20	1
<b>Average (Mean)</b>	<b>7</b>
<b>Base: All respondents</b>	<b>2,122</b>

E10.

If you were buying a new portable electronic device, and if manufacturers provided information about how long you could expect their devices to last, would that affect your decision about which device to buy?

	Total
	%
Yes	66
No	9
It depends on the type of device	25
<b>Base: All respondents</b>	<b>2,146</b>

E11.

Have you ever replaced a broken portable electronic device sooner than you wanted to because you couldn't find a repair professional you were happy with to fix it?	
	Total
	%
Yes, I have done this	39
No, I have never done this	53
Not applicable - I've never had a portable electronic device that broke or was in need of repairs	7
Not applicable - I've never owned a portable electronic device	1
<b>Base: All respondents</b>	<b>2,140</b>

E12. [SHOW IF E11 = ANY RESPONSE OTHER THAN EITHER "NOT APPLICABLE" OPTION.]

Have you ever wanted to fix a broken electronic device yourself but <u>didn't do it</u> because you thought it might void your warranty?	
	Total
	%
Yes	26
No	69
Not applicable - I've never had a portable electronic device that broke or was in need of repairs	3
Not applicable - I've never owned a portable electronic device	1
<b>Base: Respondents who did not say in E11 that they have never owned a portable electronic device or never had one that broke</b>	<b>1,974</b>

## REPAIRABILITY AND THE RIGHT TO REPAIR

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RR\_INTRO3.

The next set of questions ask for your opinions about repairing products.

RR1. [GRID ITEMS SHOWN IN THE FOLLOWING ORDER: LARGE HOME APPLIANCE, SMALL HOME APPLIANCE, PORTABLE RECHARGEABLE ELECTRONIC DEVICE.]

<b>For products in each of the following categories, do you believe that consumers have enough choices when it comes to choosing where they will get something repaired?</b>	
<b>Portable rechargeable electronic device (such as a smartphone, laptop, or wireless earphones)</b>	<b>Total</b>
	%
Yes	53
No	33
Unsure	14
<b>Base: All respondents</b>	<b>2,124</b>
<b>Large home appliance (such as a dishwasher or clothes dryer)</b>	<b>Total</b>
	%
Yes	47
No	37
Unsure	16
<b>Base: All respondents</b>	<b>2,134</b>
<b>Small home appliance (such as a blender, coffee maker, or toaster)</b>	<b>Total</b>
	%
Yes	29
No	52
Unsure	19
<b>Base: All respondents</b>	<b>2,134</b>

RR2. [RANDOMIZE RESPONSE OPTIONS, KEEPING TOGETHER "IT'S BETTER FOR THE ENVIRONMENT" WITH "IT'S LESS WASTEFUL," AND HOLDING "OTHER" AND "NONE OF THESE" AT END IN THAT ORDER. "NONE OF THESE" IS EXCLUSIVE. RESPONDENTS COULD SELECT UP TO THREE RESPONSE OPTIONS.]

<b>In your opinion, what are the most important benefits of a product being repairable (that is, to being easy to repair or to get repaired)?</b>	
<b>Select UP TO THREE.</b>	
	<b>Total</b>
	%
It costs less to repair products than to replace them	50
I just like it when products last a long time	49
It's <u>less wasteful</u> to repair a product than to throw it away and buy a new one	42
It's <u>better for the environment</u> to repair a product than to throw it away and buy a new one	37
It indicates that the product is good quality	36
Repairability empowers me by giving me more control over the products I own	23
Other, please specify	1
None of these: repairability is not important to me at all	4
<b>Base: All respondents</b>	<b>2,154</b>



RR3. [SHOW IF RR2 = ANY OPTION OTHER THAN "NONE OF THESE." GRID ITEMS SHOWN IN THE FOLLOWING ORDER: LARGE HOME APPLIANCE, SMALL HOME APPLIANCE, PORTABLE RECHARGEABLE ELECTRONIC DEVICE. ROTATE RESPONSE SCALE, HOLDING "NOT APPLICABLE" AT END.]

<b>How important to you is repairability when it comes to the next product you purchase in each of the following categories?</b>	
<b>Large home appliance (such as a dishwasher or clothes dryer)</b>	
	<b>Total</b>
	%
Very important	55
Somewhat important	32
Not too important	7
Not important at all	2
Not applicable - I don't plan to purchase a product in this category	3
<b>Base: Respondents who did not say that repairability is not important to them at all</b>	<b>2,081</b>
<b>Portable rechargeable electronic device (such as a smartphone, laptop, or wireless earphones)</b>	
	<b>Total</b>
	%
Very important	40
Somewhat important	39
Not too important	15
Not important at all	4
Not applicable - I don't plan to purchase a product in this category	1
<b>Base: Respondents who did not say that repairability is not important to them at all</b>	<b>2,066</b>
<b>Small home appliance (such as a blender, coffee maker, or toaster)</b>	
	<b>Total</b>
	%
Very important	20
Somewhat important	37
Not too important	33
Not important at all	9
Not applicable - I don't plan to purchase a product in this category	2
<b>Base: Respondents who did not say that repairability is not important to them at all</b>	<b>2,071</b>

RR5. [ROTATE RESPONSE SCALE, HOLDING "NO" AND "UNSURE" AT END IN THAT ORDER.]

**Currently, in many states, you can't get some products repaired at an independent repair shop because their manufacturers will only provide the needed information and supplies to authorized or certified shops.**

**Do you believe that manufacturers should be required to make available to independent repair professionals the basic diagnostic information, tools, and replacement parts needed to make repairs to their products?**

	<b>Total</b>
	%
Yes, available on the same terms and at the same price charged to authorized repair shops	60
Yes, available on whatever terms and price the manufacturer decides	22
No, they should not be required to make this available to independent repair professionals	6
Unsure	12
<b>Base: All respondents</b>	<b>2,136</b>

RR6. [ROTATE RESPONSE SCALE, HOLDING "NO" AND "UNSURE" AT END IN THAT ORDER.]

**Do you believe that manufacturers should be required to make available to people who own their products the basic diagnostic information, tools, and replacement parts needed to make repairs to their products?**

	<b>Total</b>
	%
Yes, available on the same terms and at the same price charged to authorized repair shops	57
Yes, available on whatever terms and price the manufacturer decides	23
No, they should not be required to make this available to people who own their products	8
Unsure	13
<b>Base: All respondents</b>	<b>2,139</b>

RR7. [RANDOMIZE RESPONSE OPTIONS, HOLDING "OTHER" AND "NOT APPLICABLE" AT END IN THAT ORDER. "NOT APPLICABLE" WAS EXCLUSIVE.]

**Think back to the last time you repaired something yourself, if you have ever done that. How did you know how to do it?**

**Select ALL that apply.**

	<b>Total</b>
	%
I watched videos on YouTube, Tiktok, or another platform	64
I learned how to fix things by figuring it out on my own	36
I was taught how to fix things when I was young	20
The product I repaired has a community or forum that supports self-repairs	15
I've had formal instruction in these skills, such as school or a class	6
Other, please specify	3
Not applicable; I have never repaired something myself	17
<b>Base: All respondents</b>	<b>2,154</b>

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