

SUBMISSION TO THE PRODUCTIVITY COMMISSION

Subject: Right to Repair

Date 21/1/2021

From: Mark Pleszczyński

Topic: - Right to Repair Watches and other Time pieces.

As a one-man business operating since the late 80's independently. But professionally trained through apprenticeship in Australia by TAFE and did my 4-year apprenticeship time with the Swiss branch of OMEGA world service organization. I consider myself properly trained. However, the same company that has trained me, has 2 years ago stopped supplying ANY parts to me as I am suddenly not considered to be qualified to repair any Omega watch even the ones that I was initially trained on. Omega (Swatch Group) as the main organization is called will not supply parts at all or to some other of their inhouse brands at a reasonable price.

Swatch Group aren't the only ones with this policy, there are brands like Breitling, Tag Heuer, Gucci, Concord, Fossil, Diesel, Oris, Jaeger le Coultre, Mark Kors, Baume & Mercier some of these flatly DO NOT SUPPLY OUTSIDE THEIR OWN SERVICE DEP. While others like Fossil, Guess and other smaller brands simply do not carry any spare parts, so an item that may have costed \$600.00 to purchase once the leather strap wears out, it can not be replace as it has special fitting and nothing else will fit to make the watch wearable.

Seiko have most parts for watches up to about 5 years old. Citizen similar time frame however ALL their parts have to be sourced through Citizen Australia from Japan as in Australia they do not carry any stock of parts so delays are usually 4 to 8 weeks.

I know we in Australia are a small market but 15 or 20 years ago we were able to buy any part from any of these, especially the higher end brands, I feel it is a deliberate action to squeeze out the independent repairers to maximize profit for themselves.

I dare any one of you in the office who has a Rolex to get it repaired by an independent repairer using genuine parts it isn't possible just have talk to a Watch and Clockmakers Association accredited member.

Regards

Mark Pleszczyński WCA Member No 4480