

## RIGHT TO REPAIR

Dear Hon Josh Frydenberg MP,

My name is Joao Santos and I have been a watchmaker for over 55 years. I have been the owner of a small family business which involves the repairing of watches and servicing the community with my experience and skill in watchmaking.

In my work, there are countless parts and pieces of equipment needed to diagnose, fix and service a wide range of watches, each with their own individual need and specification.

In the watch industry, it has been increasingly difficult to service the community with watch parts, service and repairs because big Swiss brands have been trying to monopolise the market by not supplying the smaller businesses like mine, because the Swiss brands want to control the market and distribution of goods.

Furthermore, watches for these brands are needing to be sent back to Switzerland for repair which is taking the jobs and money away from the Australian watchmakers.

This effects both the watchmakers and customers, as these big companies have control over the pricing of the watch repairs with their levels of turn around time and level of service, not to mention the various language barriers and challenges for the Australian market.

In my business, I have always prided myself on superior knowledge and service, with very quick turnarounds. These qualities have kept me successful for my entire working life and I need the right to repair and to be able to continue my business for my family into the future.

All smaller business should be enabled similar rights to repair, so that they can keep the industry honest and fair for the Australian consumers. Without this continued right to repair that I have experienced, the next generation of young and upcoming watchmakers would not have many opportunities in this industry and that would be to the detriment of the local economy and of the interests of the future of watchmaking in Australia, and around the world.

Christina Jewellers and Watchmakers