

Right to Repair

Brief comments received post draft

No	Comment
197	<p>To whom it may concern, this an issue that has its roots in the first conspiracy by the light bulb companies colluding together to make a 1000 hour light bulb, now we have companies from Apple, Samsung (and many other Big Tech companies) to John Deere farm equipment serializing components so that only their parts and their technicians can be used on their equipment best explained like this - buy 2 identical Apple Iphones on the same day, remove the home buttons from both phones (as if they need replacing), replace home button A with home button B and vica versa, now because both buttons have been made to only work in the actual phone they came out of you now have 2 phones that don't work, they have been mated (serialized) to only work with the phone they came from, and also not allowing small repair companies to purchase parts from Electronic Chip, Transistor, Parts and Peripheral manufacturers because said manufacturers have been signed not to supply anyone outside the company the parts are being made for. I am going to put up a couple of videos by people that can better explain the situation currently going on in America in each state of which you have time to watch an absorb the gravity of what this means to the Small Business Industry as a whole, and these people would be more than happy to assist you in your inquiry.https://youtu.be/RTbrXilzUt4 https://youtu.be/RTbrXilzUt4 https://www.youtube.com/watch?v=Npd_xDuNi9k https://youtu.be/QoEnUoPmUQE</p>
198	<p>As a consumer, I have paid fully for an object/device and I demand the right to repair as I see fit. If not, the manufacturer needs to disclose this. It goes against commercial freedom to control product after it has been sold.</p>
199	<p>Many 'small skills' have been lost or abandoned, which contributes significantly to the waste mountain. A case in point is umbrella repair. It used to be possible to have these items repaired and re-covered but today we are expected to discard and replace any umbrella that breaks a rib, rips or loses its structural integrity. Focus on reviving the 'small skills' through TAFEs and similar outlets should be a priority in addressing the right to repair. There is no value in having the right to repair when there are no skilled individuals available to make those repairs.</p>

200 If a company makes and sells a product I believe they should be required by law to provide spare parts for a reasonable period of time. An example: I bought what I thought was a good quality exercise bike in 2016 for \$400. After less than 5 years of intermittent use the dial you turn to adjust the resistance broke. I contacted the retailer and was told the part is no longer available, and that I would need to buy a new exercise bike for approximately \$600. The bike itself is still in perfect condition, apart from the fact that it's useless without being able to set the resistance. It is a large, heavy item and to send it to landfill seems ridiculous. If I'd been using it every day the dial would have broken even earlier. Stories like this are common and apart from being an unfair burden on the consumer, contribute to a burgeoning increase of waste and landfill. Thank you for the opportunity to comment.

201 I also support a reform and a renewed awareness to Right to Repair. I use my electronic devices constantly and regularly and they do wear down over time, especially batteries. Recycling is good for the environment, but it should be a last resort after repairing, especially if the problem can be fixed by repair and doesn't require replacement. There is another website and service called iFixit (<https://australia.ifixit.com/>), they detail the struggle that repairers endure to repair electronic devices such as tablets and phones.

202 The enquiry should address, organisations, such as the ABC, who are contributing to E waist by excluding access to media, on older electronic devices such as , phones, tablets and computers. I have a Samsung tablet running, Android 4.4.2 software and the ABC have decided that, to access iview, I will have to upgrade the Android version to 5 or above! Samsung no longer provide Android updates for my tablet, so it is stuck on android version 4.4.2. This decision by the ABC is ridiculous, ie, on the Monday, I could access programs on ABC iview and later in that same week, i had all sorts of hassles and wasted time, trying to access it! Finally emailing ABC, to be told in reply, "You need to get the manufacturer to update your device to Android 5 or higher! This carry on by the ABC, of late, is now advising, that the public will shortly require to open an account, to access Iview?? All these demands by the ABC and other organisations are solely about getting individual's email details, purportedly to enhance your viewing? A complete load of rubbish from my perspective! I'm quite content to browse all items on iview to make my own choices and have no intent on buying another tablet, to suit the ABC and therefore create, more Ewaste! Obtaining your email address will purely be about marketing ABC endorsed products to your inbox!

203 Hi I own a Business fixing white goods. Brett's Appliance Repairs There are a few companies making it very difficult to get parts for white goods. Although this may not appear to be a problem for those that believe the environmental impacts of the planet are not significant. For those that do believe the majority of the what scientist are telling us about the environmental impacts that manufactory industries are currently having then a healthy future for the planet will rely on total reform of the appliance industry. Under the current model I estimate 3 times as many appliances being produced then what the world needs because there only lasting a third of the time. This is has massive environmental impact. I have worked an electrical equipment for 30 years and have no doubt that the electronic components that are made have less life as technology advances. Many of the plastics have had components removed reducing

their life. This can only be a deliberate actions as technology advancement never leads to reduced reliability unless its intentional. Many have concluded that consumers just want new appliances and don't want to repair. I think a more thorough survey needs to take place which can be published in total transparency. If consumers have driven the increase of production of appliances by just wanting something new then I understand that they have the freedom to do this under our democratic system. But if this information about the industry being consumer driven is misleading it could affect any new laws which could help reduce major environment damage to the planet .

204 I am regularly frustrated when attempting to get electronic and mechanical goods repaired outside of warranty processes. This is because the manufacturer either does not have parts beyond a very short period or they prevent independent repairers from purchasing them. Recently Nespresso would not even consider providing a repair service for a 5 year old coffee machine unless I joined their Nespresso club. Nespresso also prevent independent dealers from purchasing parts. This looks like a clear strategy to force consumers to upgrade with no regard for the e-waste it creates. I have had similar issues with watch repairs particularly if it is a brand under the Swatch group who again refuse to allow independent watch makers access to parts. Mechanical Watches are something that can be handed down generation to generation but only if repairs are affordable. Swatch make the costs of repair astronomical by controlling it through their authorised dealers only. We have become a throw away generation teaching our children that these valuable resources have no intrinsic value. These major manufacturers should be compelled to cooperate with independent service providers at costs that reflect fair value, rather than inflated costs to push you towards upgrades.

205 Something must be done to bring online sites such as eBay and Amazon and Paypal into line with the consumer warranty laws. As it is at the moment most sellers don't give warranty or only limit it to 30 or 60 days. The best I have gotten is 6 months on a replacement part for a washing machine from a private site. Paypal has a product fault refund policy but only up to 45 days. After that forget it. Many times I have had to argue with sellers and/or Paypal to replace or refund a product. With varied success. As these big sites are international they aren't even aware of our consumer laws here or they think they don't apply. Even though I'm buying from a local version of their sites.

206 As a young farmer the right to repair is of great importance to our farm. Not only would we not have been able to afford the machine we do have if most of them could not be repaired in past but our running costs would be much higher if we can no longer repair things. Despite this the environmental impact that is driven by a throw away society has an even larger impact on the running of our business in the long term and is why the right to repair is so important!

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- 207 Repair Lab volunteers in Perth WA have been able to repair many items since 2017 and are looking forward to a more regulated and circular economy where products are made easier to repair and getting spare parts for to keep them out of landfill. Even though Australia isn't manufacturing a lot of consumer items we can still demand a more sustainable product by regulating imports and make suppliers and importers responsible for reparability. Not only that, we also need more awareness, a change of habits; this throw-away-society needs to know what is involved and at stake.
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- 208 Although less expensive compared to repairing a car, electronic and other purchases can be relatively expensive. Not only do consumers expect quality and durability, they expect repairs and claims are made through the convenience of the store where purchased, not to be the one to send off at the consumer's cost to an interstate or foreign country for timely delays and returned without a guarantee to meet intended use. I had a puncture repaired by a Bob Jane outlet that cost me the \$200 price to fix a broken wheel bolt after the wheel nut was not taken off correctly to plug the puncture. The manager told me it happens all the time and it was safe to drive with 4 out of 5 wheel nuts attached. What can consumers do when intimidation is used when asking about this type of compensation? I have never felt safe to report details of this incident.
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- 209 In just the street I live in, 2 split systems have died because of power surges during outage. Damage is done to circuit boards but repair cost said to be more than excess on insurance claim to make solution complete replace new split system!!!!
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- 210 HI. While the right to repair commission is looking at obvious attempts to force consumers to pay unreasonable repair costs or unnecessarily replace big dollar items (eg refusing to sell any spare parts to customers(eg apple)) the more subtle ways need to be looked at too. EG An Acer computer that is less than 2 years old has a specially modified internal Cmos battery. Normally this battery on other computers would be just a basic watch battery available anywhere for \$2 to \$10 dollars but this battery has been made with a specific connector to the motherboard so only the acer one can be used. This battery runs down over time or can be faulty from manufacture and not last. Acer refuses to sell the battery. They will only sell it with a motherboard with a repair cost far exceeding the current value or the computer. There is no plausible reason for these components to need to be sold together. Motherboard can fail but old battery can be fine. Battery can fail but motherboard could be fine. If both somehow failed together both could be bought. Battery is non rechargeable and will eventually run out meaning that computer will be at end of life early without this battery. This is the same scenario as a car manufacturer modifying a car battery so that only that manufacture can sell that battery and then refusing to sell the battery on its own. Then only selling the engine with the battery and for a price more then the value of the vehicle. I can provide more information and correspondence with Acer if required but right to repair needs to include provisions to prevent this sort of bending the rules.
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- 211 Many 'small skills' have been lost or abandoned, which contributes significantly to the waste mountain. A case in point is umbrella repair. It used to be possible to have these items repaired and re-covered but today we are expected to discard and replace any umbrella that breaks a rib, rips or loses its structural integrity. Focus on reviving the 'small skills' through TAFEs and similar outlets should be a priority in addressing the right to repair. There is no value in having the right to repair when there are no skilled individuals available to make those repairs.
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- 212 If a company makes and sells a product I believe they should be required by law to provide spare parts for a reasonable period of time. An example: I bought what I thought was a good quality exercise bike in 2016 for \$400. After less than 5 years of intermittent use the dial you turn to adjust the resistance broke. I contacted the retailer and was told the part is no longer available, and that I would need to buy a new exercise bike for approximately \$600. The bike itself is still in perfect condition, apart from the fact that it's useless without being able to set the resistance. It is a large, heavy item and to send it to landfill seems ridiculous. If I'd been using it every day the dial would have broken even earlier. Stories like this are common and apart from being an unfair burden on the consumer, contribute to a burgeoning increase of waste and landfill. Thank you for the opportunity to comment.
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- 213 My understanding is that lighting retailers are increasingly selling LED light fittings with inbuilt LEDs, so that when the LED finally fails, you have to replace the whole light fitting, not just the LED part. I.e. when the LED part finally fails, you need to: 1) Put the old light fitting in the rubbish; 2) Buy a new light fitting; 3) Employ an electrician; 4) Employ a painter to repaint the wall. This is an absurd situation, and it is not uncommon to see failed LED lights.
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- 214 It appears that most comments concern electrical or mechanical goods. My concern is with footwear, and especially the way soles are presently constructed. I have had a pair of boots and a pair of shoes (Ecco brand) both of which had apparently solid soles, which turned out to be hollow and filled with a soft, flakey material. In both cases, while the uppers were perfectly good, the hollow soles split, spilling the interior "stuffing". The soles were "sealed" to the uppers, so could not be replaced. Another problem is the current fashion for soles to sport a number of decorative panels. These inevitably wear, and become detached. I have used an inordinate amount of glue to re-attach them, but eventually wear makes this manoeuvre impossible. As with the Ecco footwear, these (Rockport) are impossible to repair. I applaud the intention of this commission, but wonder how it will enforce legislation on international manufacturers.
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- 215 I recently had a pool pump issue and found that only a capacitor had broken. The pool shop only gave the option to replace the pump for \$1799 and didn't have the necessary license to repair it. The only option was a new controller board for \$1400, and that only carried a one-year warranty (on it but not the rest of the pump). We should not be allowing companies to hide behind a 'license' when a simple capacitor is all that is needed. The environmental damage in throwing out a whole appliance when some minor repairs could happen is unjustifiable. I support the right to repair as it is good for
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the environment and society in general. I am not a lawyer and only hope that there are no loopholes that prevent repairs if this enacted.

216 Unless under warranty-terms, stating their [the creator of the goods] ownership of All parts for the life of the item, the item sold - if in need of repair that can be done successfully by a cheaper, often closer service, should be allowed - to create competition; Which is a major aspect of a healthy economy, surely?

217 It is about time this matter received more attention. Sellers of motor vehicles in Australia particularly have an obligation to provide at least basic mechanical, electrical and electronic information to consumers in the form of a manual. I was stranded in the middle of Australia several hundred kilometres from a dealership after a fuel issue, which I could have handled myself if I had the information. The huge towing costs that ensues were totally avoidable. When you travel remotely, the equivalent of the old Haynes manuals are an absolute must, the lack of available knowledge threatens safety and lives. (if you have 10 minutes, give me a call and ask me about how difficult it was to get information on an o-ring for a radiator drain plug from a Holden dealer, and how I had to wait 5 days for a replacement drain plug !). I also have an issue with the cost of replacement parts for many items, but equally importantly, the availability. Frequent model/design changes mean that parts are often almost impossible to find, even if they were cost effective. Assembly of the products usually mean that the product is destroyed attempting to even dismantle it for diagnosis. I am of an older generation where 'just buying a new one' was not even an option (and still isn't in some regards). One item that you may wish to include is the potential use of 'common parts'. Using a proprietary part may mean you can make your washing machine 3 mm narrower or use 100 ml less water per wash BUT it means that it cannot be repaired. Lack of repair causes the entire machine to be thrown away - a total waste. Great work, why did it take so long ?

218 Dear Commission, Thank you for the opportunity to provide comment and undertaking this inquiry. Australia should be at the forefront of the Right to Repair movement as to do so will secure our country's ability to maintain a degree of self sufficiency in the face of possible global supply chain issues as a whole. I hope the Commission seeks a submission from the Department of Defence and Australian National Audit Office. The Australian military must have an opinion on the ability to repair equipment and maintain force capability and the ANAO will have insight into the projects of concern that would benefit with a clear right to repair permissive environment. I wish to highlight the below articles that discuss the issue in relation to the US military that should raise concern for our own military. Captain Elle Ekman, a logistics officer in the United States Marine Corps, wrote a article for the New York Times and co-authored a letter to US FTC Chair Joseph Simons as well. <https://www.nytimes.com/2019/11/20/opinion/military-right-to-repair.html> <https://prospect.org/power/when-big-business-wont-let-the-troops-repair-their-equipment/>

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- 219 I support the right to repair and that the Federal Government should legislate to make it legal for individuals and business to repair devices that might otherwise be thrown away or have to be replaced.
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- 220 "Yes, the right to repair laws need to be broadened to enable consumers a competitive price for repairs, the ability to do DIY repairs, and to reduce e-waste and 'planned obsolescence'.
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- 221 A great deal of my more recent electronics technician career has been contending with this point. To try to make it a part of all procurement specifications to include all maintenance manuals as condition of procurement. The 'a most highly regarded education institute' did not adopt this, thus placing themselves at large disadvantage for equipment repairs. What was worse was the mandated need to quote all jobs prior repair. And without schematics etc is a very illegitimate tough call.
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- 222 I believe that 'Right to Repair' reforms are definitely needed to increase consumer protection and reduce e-waste.
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- 223 I have a convention microwave that has been serviced and repaired in the past (now 24 years old). It has an electrical problem. I looked for the repairers (Stokes) however they no longer do repairs, no other repairers around. I phoned Panasonic and left a phone message and received no reply. I think it was an overseas message centre. Due to the age of the appliance I have had to purchase a new one.
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- 224 Yes, 'Right to Repair' reforms are needed to increase consumer protection, and reduce e-waste. Items should be able to be repaired by the user or their chosen repairer, to save time, money, and precious resources.
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- 225 This is decades too late after giving away local (to Australia, Europe, Japan and U.S.A) manufacture for leveraging competitive behaviour. There are many impediment mechanisms to repair modules, systems and equipment. Have had to contend with many and not able to repair many items because of these mechanisms. Best approach is to re-establish local manufacture (to Australia, Europe, Japan and U.S.A) and impose tariffs upon anticompetitive behaviour including improper labour costings of manufacture. Otherwise this whole discussion is rather pointless and we will be asking for submissions again in another ten years time.
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- 226 We must have the right to repair products, and to have them repaired independently. For example, I want to continue using my independent mechanic to repair our family's cars, which are each made by different manufacturers. I do not want to be forced to take those cars only to their manufacturers. Another example: about 4 years ago I took my mother's 50+ year-old Sunbeam toaster for repair. Sunbeam told me it was not worth repairing and that she should buy a new one. An independent repairer fixed it. It cost \$50 and is still in perfect order. Contrast with my situation where I have purchased 5 toasters in 4 years. 3 of those have been returned for refunds, but the upfront cost totalled about \$500 to purchase these products. Add the cost of my time to do all this, and the waste that it has put into landfill. All of this cannot compare with 3 visits to 2 repairers, and \$50 out of pocket, to fix my mother's toaster. If we had no option to use
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an independent repairer my mother would be further out of pocket and, as the person who would have done the buying for her, I would be out of time!

227 I have reviewed the 42 page overview document and believe you have produced one of the most comprehensive summaries of the issue by or on behalf of a government to date. I will give one example of something I have just experienced that I hope targeted policy intervention will rectify: I have a 2021 vehicle (Suzuki) and live in Karratha. The front window was struck by a rock while driving, deflected by an oncoming truck. This chip quickly developed in to a large crack. Upon calling insurance and Suzuki they both informed me that the car must be taken to a Suzuki dealership to reset the lane camera after window replacement, or the car will show warning lights and is unsafe to drive. The nearest dealership is 1000km away in Geraldton. The glazier in Karratha commonly freights vehicles 1000km each way to have similar repairs done to vehicles of other brands as they don't have the tools for all brands of vehicle. Suzuki also told me I would lose my warranty if I had it fixed by another entity as they control the tooling to reset the cameras. I sincerely hope your recommendations eventuate in to policy that will eliminate such wastes of time, money and effort - and thus productivity, of the residents of Australia.

228 For Example Machine we have still works but requires a new battery. As particular battery is no longer made by the firm we have to throw it away and buy a new one. Each new/ different model is not interchangeable as to fittings (i.e. nozzles, charger fittings). Consequently this creates a lot of E-Waste and unnecessary expenditure by the community. Can something be done to rectify their business model.
Am happy to provide further information about my attempt to rectify situation by visiting their Service Centre.
Thanks for your good work.

229 My Apple iPad battery is failing yet I cannot have it repaired by Apple for a lesser price (\$160.00) until their own software determines the battery is sufficiently degraded. The software does not consider the user experience (iPad shutdown and rapid discharge making it unusable and inconvenient). Until such time as the Apple diagnostic determines eligibility, I am told I would have to spend more than \$450 to have Apple address the matter. A home repair kit, including a new battery, is available for \$70.00, however, the iPad design makes a home repair a VERY risky proposition for a novice. A right-to-repair law would enable me to extend the life of the device for minimal cost and risk, all at a time of my choosing. Without such a law I am at the mercy of Apple and their market position, even though I "own" the device.

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- 230 Firstly I would like to say that my safety is my responsibility, not that of a company. Additionally I reject the idea that lithium batteries are beyond the capabilities of a normal person to understand, as long as someone is following safe practices they are no more dangerous than any other electric or mechanical item. I would also like to add that I have always repaired my own devices and vehicles, and I am frustrated at how difficult it is to get basic parts and I am disappointed that companies have convinced so many consumers that these things are much more complicated than they actually are.
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- 231 Re Info request 3.1: I purchased a large Konica Minolta printer for my business some years ago. The company will not upgrade its software drivers to enable it to be used with current computer operating systems, despite the printer itself being in excellent physical condition. It is now useless, and, despite several telephone calls, the company claims it is now a superseded model and no new drivers will be issued. The matter to be resolved is the definition of a 'reasonable period of time after the product has been purchased' (distinct from the time the product model was first marketed). As a small business, I favour a long period, up to 20 years, for what is, for us, a substantial capital item.
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- 232 I own a IT repair shop in Neutral Bay Sydney. I feel the situation has recently become worse in regards to the right to repair for consumers. I can give an example as a third party repairer myself, trying to repair an iPhone 12 is not possible. Currently the software on the device inhibits any third party from replacing any parts at all. The part that has been replaced will not work as the software will block it from working which means only apple can repair the device. This means that Apple has monopolised the iPhone 12 market completely, and no one is aware of this. Customers that come in needing help with their device which is out of warranty due to customer fault are extremely frustrated as they have no choice in the situation. The turn around time for authorised apple repairers can be at least 2-3 working days if not more, and the device has to be left there. This issue has to be addressed.
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- 233 I wholeheartedly agree that we should only be able to buy goods which can be repaired & the repair costs should be reasonably priced. If goods are not easily repaired, there should be a rubbish tax charged to the creating business.
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- 234 With global warming now recognised, we must change our ways and legislate to reduce waste, to reuse and repair wherever possible. So, goods with built in expiry dates, resulting in being thrown away and more good purchased must be legislated against. Companies fined if goods are regularly 'dying' prematurely and can't be repaired or upgraded.
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235 I apologise for the last minute submission of my comments in response to the Productivity Commission Draft Report: Right to Repair. In support of my submission of comments to the Commission I detail below my personal experience of a manufacturer's rejection to a request for service information. I regret not being able to provide evidence of my dissatisfaction with the manufacturer as my contact was via a telephone conversation. After purchasing a new Honda EU22i portable generator I contacted Honda Australia to purchase a repair/workshop manual for the generator, which Honda refused to provide, stating as a consumer I should take the generator to a Honda authorised agent for any repair. I consider the response by Honda Australia unhelpful and unacceptable and foresee similar problems should I require a specialist repair tool to facilitate any significant maintenance of the generator by myself. In respect of the (issues raised within the Draft Report concerning) manufacturers argument of protection of IP and copyright, I would have thought there could be terms and conditions (T&C's) contained within a repair manual to protect these commercial interests and, not for IP and copyright to be used as a reason to preclude access by independent or third party repairers.

236 The right to repair in regional areas is hampered by a lack of replacement parts, skilled repair people and a consumption based economic policy that reinforces replacing rather than repairing anything and encourages a throwaway culture that incurs huge environmental costs. This report should recommend expansion of the National Television and Computer Recycling Scheme (NCRS) scheme to encompass right to repair and adopt this expanded NCRS policy and levy to cover all electrical appliances and household goods, power tools, vehicles, exercise equipment, agricultural and construction machinery. Our country needs to embrace circular economy principles for all manufactured goods beginning with this right to repair legislation

237 This report and the submissions and brief comments cover most of what I wanted to submit, so I just want to mention a few things : 1. the restrictions of being able to use more sustainable phones in Australia such as <https://www.fairphone.com/en/> 2. We recently had a kettle that worked perfectly but one small plastic ring (a minor part) had perished, and the brand did not make simple parts for kettles older than 5 years. That means a perfectly functioning kettle had to be taken to a recycler (with the hope some of it could be recycled). I understand a small part like a small plastic ring may cost to reproduce but they had the mould originally so the option should be available for me to ask for the part to be made for me to purchase, or they design kettles that can take the same parts through multiple models, or be responsible for easy and efficient collection of the recycling of the appliances that cannot be fixed. 3. Brands should be responsible for the repair and recycling of their products - either supplying parts and manuals to be fixed by third-parties, or offer a service of collection of their products back to the brand to be 100% recycled (including the packaging !)

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Any policy on the right to repair should contemplate the position that many that are disadvantaged can only afford second hand goods such as second hand computers and phones. Any policy should contemplate that if the manufacturers and third party suppliers and software providers do not support second hand machines or allow repair of second hand machines, we are placing the most vulnerable in our communities at risk and excluding them from technology. Especially children of school age that live in disadvantaged circumstances. In addition given Australia's distances, machines need to be serviceable far away from any repair centre offered by the Manufacturer. Often a third party repairer is the only source of assistance available. Denying access to repairs in those circumstances places the isolated at a substantial disadvantage. Last, older equipment that is still serviceable may need the support of old hardware to operate. It's not just the machine, its all of the other machines that rely on the old computer and software because it is no longer compatible with new software. For example, Old telecommunications and camera equipment and scanning equipment may not operate with current computers eg because they need a firewire supported connection on USB 2 instead of USB C. I also note the disturbing trend of manufacturers to raise the cost of parts to the point to make it uneconomical to hold older equipment and motor vehicles. The anecdotal saying in the car industry is that the service departments are driven by the sales departments. There is a temptation to exaggerate the nature of a repair or the cost or both to encourage the purchase of new goods. Clearly there is a conflict of interest between the service departments and sales departments that are controlled by the same entity. I submit that the Commission should recommend that Manufacturers of high value consumer goods eg motor vehicles should have repairers that are independently owned and cannot be controlled by the Vendor of the product they are repairing. Basically if you repair the goods you can't also sell the new goods or at least have a sign stating that the you should obtain a second quote if you consider that the cost of the repair is overstated or in any way the repairer encourages you to purchase new goods by reason a quote for repairing goods.

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I have just seen this and would like to make comment. Certainly the waste and job opportunities are relevant, however my specific frustration is with Apple. My battery was flat but my phone had a minuscule crack in one corner of the glass so they refused to replace the \$70 battery without me paying an additional \$200 to replace it as well. (Luckily my son found someone to do it.). Nor will they allow you to purchase the battery and replace it yourself. As a pensioner the security factor they offer is extremely important but then they have you over a barrel in that the products are not upgraded or serviced after four year and you are forced to upgrade at ridiculous prices and they will give little credit for loyalty. My son has had three MacBooks catch fire but they refuse to accept responsibility. As a developer he must have an up to date computer so he has no option. In the US lawsuits are pending. The restriction on repair is permeating all our appliances and even our cars, limiting our freedom of choice and costing us heaps. In the US the issues have resulted in lots of on-line comment.

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- 240 We desperately need to cut down on waste so it is imperative that we have the right to repair. It is not sustainable to keep throwing away white goods, electrical appliances and electronic devices just because one component has worn out!
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- 241 Dear Commissioners I would like to make a late submission to your inquiry. On 3 occasions I have taken a 2- to 3-year-old phone to Apple store (Bondi Junction) after it stopped working. On each occasion they examined the phone and said it had a software malfunction and offered me a deal on a replacement phone. On the first occasion I replaced the battery myself and took it back to them to complain and they would not talk to me. They said if I had replaced the battery then they can't help. Basically, they lied to me to get me to purchase another phone. On the next 2 occasions I was told again the software had failed, again on both occasions I got a company to replace the battery and the phones both worked fine. There is a scam going on here impacting all Australian users of iPhone. I tried to take Apple to NCAT to have the spotlight on this issue, but NCAT just allocate a time for a hearing and I couldn't appear in person. I think it is important to get it on the record what Apple is doing to consumers in Australia.
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- 242 I consider a bicycle to be something that was designed to be self maintained, self repaired; eg, when you breakdown away from home, you have to fix it yourself, in order to get home. However, there are several aspects which make this increasingly difficult and becoming impossible.
- bikes and parts need better indication of lifetime, and hence parts availability;
 - most bikes are imported to Australia, with OEM components, further, increasingly many of the components will never be available at their Australian importers
 - global purchase of bikes and especially parts on the internet are increasingly restricted from export to Australia, this restriction must be removed;
 - any bike owner should be able to repair and service their own bike;
 - component manuals should be freely available.
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- 243 We should not have to dispose of perfectly good items just because the issuing company has created a monopoly on parts.
- I have had to get a new microwave, new washing machine and new dishwasher over the past few years after repairers state they are unfixable because the part plus labour is too close to buying a new appliance. This is a ridiculous system creating endless waste, more greenhouse gases from more manufacturing and more child labour.
- Enforcing the 'Right to Repair' in Australia, mandating repair information, enforcing equal access to parts and pushing companies to use third parties to allow greater access to repairs in a more timely fashion. Is good for Australia's carbon footprint, reducing our waste and increasing jobs.
- Wins all round.
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