

# Bill 29

## **An Act to protect consumers from planned obsolescence and to promote the durability, repairability and maintenance of goods**

**EXPLANATORY NOTES** This Act mainly proposes amendments to the Consumer Protection Act. In this respect, the Act introduces a legal warranty of good working order for certain new goods that are commonly used. As regards the warranty of good working order for used automobiles, the Act updates the classes of such automobiles. The Act enhances the legal warranty of availability of replacement parts and repair services for goods of a nature that requires maintenance work by specifying that the availability of the information necessary to maintain or repair the goods must also be guaranteed. Merchants or manufacturers who are bound by the warranty of availability must make the parts, repair services and information necessary to maintain or repair the goods available at a reasonable price or, when some of the information is accessible on a technological medium, free of charge. The Act also provides that it must be possible to install the replacement parts using commonly available tools, without causing irreversible damage to the goods. In addition, consumers have the right, under certain circumstances, to request the repair of goods requiring it.

Should you require any components\*\* listed on the parts or components list of your door lock within the warranty timeline of when the lock was first purchased, please reach out to our customer support team ([support@alfredinc.com](mailto:support@alfredinc.com) / 1-833-425-3733) and provide your dated proof of purchase and provide a list of which components or parts you are in need of. Once your product has been validated, our customer service team will provide the requested replacement parts as needed to make sure your product is properly functioning during your warranty period.

Please refer to our Warranty policy for terms and conditions.

*\*\* Alkaline batteries are not covered under warranty as they are only included as a free 1 time add on to your Lock. It is the end users responsibility to install new battery when in need. Please follow local regulations and do not throw the old used batteries into normal household waste.*