

Right to Repair Checklist

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EU compliance for merchants

Preparing for Directive (EU) 2024/1799

Scope and timing

- Identify which of your goods fall within the scope of the Right to Repair Directive.
- Note that Member States must transpose Directive (EU) 2024/1799 by 31 July 2026.
- Track how each market you sell in implements the rules.
- Assign responsibility for repair obligations.

Repair on request

- Be ready to repair in-scope goods on the consumer's request, including after the legal guarantee has expired.
- Provide a clear route for consumers to request a repair.
- Set out the conditions, price and timing of the repair.
- Do not use contract terms that unduly obstruct repair.

European Repair Information Form

- Prepare to provide the European Repair Information Form on request.
- Include the nature of the defect and the proposed repair.
- Set out the price or an estimate and the expected time to complete the repair.
- Keep the terms in the form stable for the required period.

National repair platforms

- Prepare to be listed on the relevant national online repair platforms.
- Provide accurate repair-service information for those platforms.
- Keep your listing details up to date.

Guarantee extension

- Apply the extension of the legal guarantee by 12 months where goods are repaired under it.
- Communicate the extended guarantee period to the consumer.
- Record repairs to evidence the extended guarantee.

Consumer information

- Inform consumers of their repair rights before purchase.
- Signpost how to request a repair and obtain the repair information form.
- Train customer-service staff on the repair process.

The Right to Repair Directive (EU) 2024/1799 must be transposed by Member States by 31 July 2026. National rules may differ in detail.