



RIGHT TO REPAIR

Towards a threshold for “reasonable price” of spare parts

Brussels, November 2024

The [Right to Repair Europe](#) coalition represents over 180 organisations from 30 European countries. It represents repair actors such as repair and refurbishing businesses, spare parts distributors, community repair groups, social economy actors, self-repairers, environmental NGOs and any citizen who would like to advocate for their right to repair. This is a rapidly growing movement with the objective to make repair affordable, accessible and mainstream. Browse member organisations by country [here](#).

The importance of addressing unfair spare part prices

The crucial role of the price of spare parts in overall product reparability is already widely recognised. Price is currently the main barrier to repair as cited by consumers and independent repairers:

- The price of spare parts was the most frequently cited barrier in a [2019 study by ADEME](#), by 68% of French consumers.
- The repair price was also identified as the most decisive factor influencing consumer’s decisions to repair in [Fnac’s Baromètre SAV](#) (2022).
- Independent appliance repair technicians have reported that repair part prices have made many appliances “too expensive to fix,” with some mentioning manufacturers marking up parts prices by 3x or more: see Right to Repair Coalition, [Investigation of Barriers to Appliance Service Information Access](#) (2023), p. 64.
- Further evidence is summarised in our extensive article on prohibitive spare part prices, [The Price is Not Right](#) (2024).

Evidence supporting a 30% threshold to define “reasonable price” of repair

Most consumers will only consider a repair if the *total* cost of the repair is less than 30% of the cost of the new product (or product equivalent, if the original item is no longer on the market at the time of the repair). Deloitte quoted 30% for French consumers and 30-40% for Swedish consumers (presentation from Expert workshop towards increased repair of household EEE (Brussels, 2017), p. 48-49).

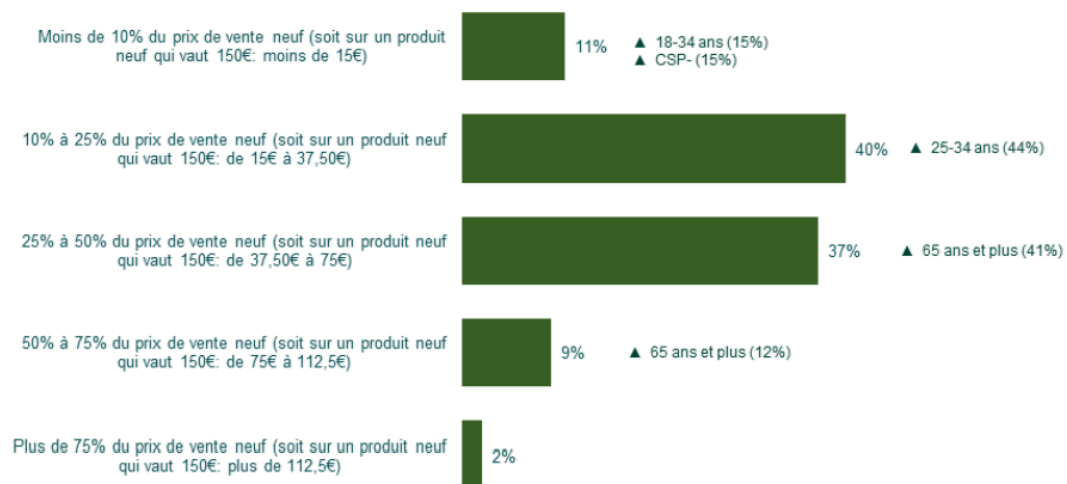
And this may even be a high estimate: according to Sahra Svensson-Hoglund et al., Barriers, enablers and market governance: [A review of the policy landscape for repair of consumer electronics in the EU and the U.S.](#) (2021), “generally, the willingness to pay for repairs of small electronics has been estimated to be 20% of the replacement cost” (p. 6, citing McCollough (2007)).

The maximum 30% threshold was confirmed by a recent publication by ADEME, the French Agency for Ecological Transition: “The research reports and surveys published between 2018 and 2021 also highlight two barriers to repair linked to replacement parts: price - with the accepted idea that when the cost of repair is more than 30% of the new price, consumers prefer to replace their equipment rather than have it repaired - and the accessibility of spare parts.” [Etude sur les pièces détachées pour la réparation](#) (2024), p. 37.

The survey data from 2020 ADEME refers to is also accessible at <https://librairie.ademe.fr/ged/249/rapport-francais-reparation-perception-pratique-2020.pdf>, p. 121.

Montant de la réparation vs prix de vente

Q24 - Plus généralement, à partir de quel montant pensez-vous qu'il reste plus intéressant de faire réparer un produit plutôt que de le remplacer ? Autrement dit, vous faites réparer le produit, si et seulement si le montant de la réparation représente environ ?



The majority of French respondents only envisage repair if the total repair cost stays below 25% of the cost of the new product.

Given that the cost of any given repair is usually composed of labour cost and spare parts cost (assuming there is no transportation cost for the repairer), in order for the repair to stay below the critical threshold, it is reasonable to estimate that the price of spare parts should stay below 15-20% of the product price. Only then the price of spare parts can be considered “reasonable” so as not to deter consumers from repair.

This threshold is also proposed in [Florent Curel e.a., *Guide pratique: Rendre la réparation accessible* \(Club de la durabilité, 2023\)](#), p. 4.

For reference, this is how the methodology for the calculation of the French repair index deals with the spare part price/new product price ratio as a scoring parameter: https://www.ecologie.gouv.fr/sites/default/files/documents/Notice_indice_reparabilite_FR_V3.0.pdf , p. 9.

Forward-thinking manufacturers are committing to spare parts price thresholds

Several manufacturers are already committing to spare part price thresholds. This demonstrates that a proportional percentage threshold definition of ‘reasonable price’ is feasible and enforceable. A few examples of manufacturers committing to spare part price thresholds are [Fairphone](#), [Groupe SEB](#) and a variety of [LONGTIME®](#) certified manufacturers such as:

Brand	Catégorie de produit	Product category
Santos	Machines à jus	Juice machines
Whirlpool	Fours	Ovens
SARL DD	Bacs à graisse	Grease traps
Dot drop	Valise	Suitcase
Inovalp	Poêles à granulés	Pellet stoves
Nature&Découvertes	Diffuseur huiles	Oil diffusers
Lafuma Mobilier	Mobilier extérieur	Outdoor furniture
Babymoov	Babyphone	Babyphone
Socamel	Chariots	Carts
Eno	Plancha	Plancha
Ester	Bureaux	Desks
Héliofrance	Système solaires	Solar systems
Tournus	Chariots	Carts
Xplorer	Détecteur de métaux	Metal detectors
Delonghi	Machines à café	Coffee machines
Deglon	Couteaux et ustensiles	Knives and utensils
Hotpoint/Indesit	Fours	Ovens
Pellenc	Souffleur/taille haie batterie	Blowers and battery hedge trimmers
Magimix	Robots culinaire	Food processors
Univ'R	Radiateurs électrique	Electric radiators

Rescaset	Thermoscelleuse	Heat-sealing machines
Kenwood	Robots culinaire	Food processors
Acime	Matériel médical	Medical equipment
Santos	Moulin à café	Coffee grinder
Wirquin	Mécanisme chasse d'eau	Flush mechanism

The criteria for each product family, including the price of spare parts, are available on <https://longtimelabel.com/en/>.

For the vast majority of their certified products, the maximum price threshold is 25%, more rarely 30-35%. The highest threshold declared within **LONGTIME**® standards is 40%, for a very specific type of product: Lafuma outdoor furniture (type deckchair). In fact, for this product spare parts are few and far between, and the main spare part is the canvas, which is one of the few components of the product and therefore has a high price in relation to the product itself.

A few concrete examples from the **LONGTIME**® label:

- 25% maximum price threshold for spare parts of fruit presses:
https://longtimelabel.com/wp-content/uploads/2024/02/LONGTIME_Referentiel_Appareils-a-jus_pro.pdf
- 25% maximum price threshold for spare parts of hedge trimmers:
https://longtimelabel.com/wp-content/uploads/2023/06/LONGTIME_Referentiel_Taille-haie_fr.pdf
- 25% maximum price threshold for spare parts of coffee machines:
https://longtimelabel.com/wp-content/uploads/2023/06/LONGTIME_Referentiel_Machine_Cafe_fr.pdf
- 35% maximum price threshold for spare parts of ovens:
https://longtimelabel.com/wp-content/uploads/2022/12/LONGTIME_Re%CC%81fe%CC%81rentiel_Four-electrique.pdf

Price threshold and repairability scoring

As repairability scores are developed for a variety of products in the EU, under ecodesign and energy labelling regulations and potentially horizontally under ESPR, the price of spare parts needs to be included as a parameter in order to truly reflect which products are actually repairable and which ones are not.

Our coalition is currently working on a proposed methodology for this, taking into account a proportional threshold like the one presented in this paper as a baseline for the minimum score, in order to reward frontrunners who make their products repairable by design and by price.

For more information, contact info@repair.eu.