User Guidelines

1. Introduction

Title of Regulations	The Repair of Goods Regulations, 2026 (hereinafter referred to as the "regulations")
Activity to be regulated	The repair of goods purchased by consumers in the event of a defect of the goods that becomes apparent outside the liability of the seller
Responsible entity	Office for Consumer Affairs (OCA) within the Malta Competition and Consumer Affairs Authority (MCCAA)

2. Objectives & Purpose of the Legislation

Directive (EU) 2024/1799 of the European Parliament and of the Council of 13 June 2024 on common rules promoting the repair of goods and amending Regulation (EU) 2017/2394 and Directives (EU) 2019/771 and (EU) 2020/1828 (hereinafter referred to as "Directive (EU) 2024/1799) seeks to achieve a higher level of consumer protection whilst also increasing the circularity within the economy. It lays down uniform rules for the repair of goods purchased by consumers within and beyond the liability of the seller established by Directive (EU) 2019/771.

The repair of goods framework is being strengthened to allow consumers to seek affordable repair and to reduce the premature disposable of viable goods. In order to encourage these practices, the European Commission has set up a European online platform for repair with national sections including links to national online platforms for repair. These platforms are being made freely accessible to consumers.

Malta Competition and Consumer Affairs Authority
National Road, Blata l-Bajda ĦMR 9010
+365 2395 2000

mcca.org.mt

Malta Competition and Consumer Affairs Authority

3. Commentary on parts and articles

Regulation No.	Meaning & obligations placed on user
1 – Citation, scope and commencement	Regulation 1 provides that the scope of the regulations is to transpose the requirements of Directive (EU) 2024/1799, and which regulations shall come into force on the 31st July 2026.
2 – Definitions	Regulation 2 provides the relevant definitions for terms which are used throughout the provisions.
3 – European Repair Information Form	Regulation 3 establishes the European Repair Form which is to be made available to the consumer free of charge, on a durable medium and before the consumer is bound by a contract for the provision of repair services. It also establishes the conditions of repair that are to be included in the European Information Form.
4 – Obligation to Repair	Regulation 4 sets out the obligations and conditions for manufacturers to repair goods to the extent that repairability requirements are provided for by Union legal acts listed in Annex II of Directive (EU) 2024/1799.
5- Information on obligation to repair	Regulation 5 ensures that information on repair services are made easily accessible, clear and comprehensible by the manufacturer, authorised representative, importer or distributor, and throughout the entire duration of their obligation to repair.
6 – European online platform for repair	Regulation 6 requires the Office for Consumer Affairs to take appropriate measures to inform consumers, relevant economic operators and sellers about the availability of the European Online Platform.
7 – National contact points	Regulation 7 establishes the Office for Consumer Affairs as the designated contact point for the European Online Platform and sets out its tasks and responsibilities in this regard.
8 – Enforcement	Regulation 8 attributes the power to the Director General (Consumer Affairs) to take action under national law to ensure that the regulations are applied.
9 – Consumer Information	Regulation 9 ensures that information on the rights of consumers in these regulations, and the means to enforce those rights are available to consumers including on national websites connected to the Single Digital Gateway established by Regulation (EU)

	2018/1724.
10 – Measures promoting repair	Regulation 10 establishes that the Director General (Consumer Affairs) may take appropriate measures to promote repair, including by organising information campaigns promoting repair.
11 – Mandatory nature	Regulation 11 provides that any contractual agreement which excludes, derogates or varies the application of these regulations shall not be binding on the consumer.
12 – Penalties	Regulation 12 imposes the relevant penalties that shall apply to any offence under these regulations.

Disclaimer: *The information contained within this document is intended only as guidelines and is not intended, nor should be construed, as legislation. Please refer to the related legal notice for a more comprehensive understanding.*

For any other information kindly contact the Office for Consumer Affairs within the Malta Competition and Consumer Affairs Authority using the following contact details:

Malta Competition and Consumer Affairs Authority
(Attn: Director General [Office for Consumer Affairs])
Mizzi House, National Road, Blata l-Bajda, ĦMR9010, Malta
Tel no: +(356) 23952711

Email: info@mccaa.org.mt