

Subject: Get Ready for Québec's New Regulations – Action Needed by October 5, 2025

We want to give you a heads-up about important changes to Québec's **Consumer Protection Act**, as amended by **Bill 29 – An Act to protect consumers from planned obsolescence and to promote the durability, repairability, and maintenance of goods**, starting **October 5, 2025**, that may affect some of your products sold in Quebec.

What's Changing?

Under the amended legislation and its accompanying regulation, manufacturers of goods “of a nature that requires maintenance” may be subject to new obligations, including:

- **Disclosure requirements** regarding the availability of replacement parts, repair services, and maintenance information.
- Ensuring that replacement parts can be installed using **commonly available tools**, without causing irreversible damage.
- Publishing availability information **online in French**, in a clear and printable format, and including it in user or maintenance manuals where applicable.

These obligations apply regardless of whether the manufacturer intends to provide repair support or claim an exemption. The scope of goods covered is broad and may include electronics, appliances, vehicles, and other consumer products.

We encourage you to **review the legislation and regulations carefully** to determine whether your products fall within scope and to assess any potential compliance requirements. You may wish to consult with legal counsel to understand how these changes may apply to your business. It is important that you seek timely **legal advice to understand your obligations** in advance of the **October 5 deadline**.

What you need to do by October 5, 2025

For products you manufacture, sell to Best Buy, or sell to customers via Best Buy Marketplace, you must provide the new disclosure requirements, discussing the manufacturer's guarantee via hyperlink, which can be added in-store and online.

We will be sending follow up communications addressing exactly how to update your information for the BestBuy.ca site by the October 5 deadline.

Additional Resources

- **Bill 29:** [Bill 29 - Assented to \(2023, chapter 21\)](#)
- **Québec's Office of Consumer Protection:** [Nouvelles obligations pour les commerçants](#) (Please note this website would have to be translated from French in your browser, if needed)
- **Retail Council of Canada (RCC):** [Update – Regulation and Draft Regulation resulting from Bill 29 in Québec - Retail Council of Canada](#)

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- **Legal Commentary:** [From purchase to repair: how Bill 29 reshapes consumer rights in Québec - Osler, Hoskin & Harcourt LLP](#)

Failure to comply with these new regulations could lead to severe penalties for both manufacturers and merchants alike. It is important that all parties meet the required merchant and manufacturer's disclosures around parts, reparability, and maintenance guarantees and ensure compliance with these new regulations.

Please note that this notice is provided for informational purposes only and is **not intended as legal advice**. We will be in touch in the coming days with instructions on how to provide Best Buy with the required manufacturer's guarantee hyperlink and any other requirements.

Thanks for your continued partnership as we work through these legislative changes together.

Warm regards,

Best Buy Headquarters Canada

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