



Preparing for Québec’s Warranty of Good Working Order (October 5, 2026)

Dear partner,

As you are likely aware, the Government of Québec has finalized the regulatory framework for the mandatory [Warranty of Good Working Order](#) introduced under Bill 29, *An Act to protect consumers from planned obsolescence and to promote the durability, repairability and maintenance of goods*. This new regime comes into force on **October 5, 2026**.

What is the Warranty of Good Working Order (WGWO)?

In summary, the new legislation requires that certain categories of consumer products sold in Québec remain in good working order for a prescribed duration and that repairs, including parts and labour, be provided at no cost to the consumer during that period, as follows:

Category	Warranty Period
Ranges/Stoves, Refrigerators, Freezers, Air conditioners, Heat pumps	6 years
Dishwashers, Washing machines, Dryers	5 years
Television sets	4 years
Desktop computers, Laptop computers, Electronic tablets, Cellular telephones, Video-game consoles	3 years

This warranty applies automatically upon delivery of the product and is transferable to subsequent owners. This new warranty is in addition to Québec’s already existing Legal Warranty. It includes the obligation to carry out necessary repairs/replacement or permit consumers to have repairs carried out by a third party at no cost to the consumer, as well as to pay reasonable transportation or shipping costs incurred in respect of the performance of the warranty.

Best Buy may be able to assist you in fulfilling your warranty obligations by providing repair services under a Product Service Agreement.



What Best Buy is doing:

To prepare for the Warranty of Good Working Order, teams across Best Buy are working hard to ensure the following:

- **Clear customer disclosure:** We will display the obligated warranty duration on in-store price tags and signage, on product detail pages online and anywhere the product is advertised with a price.
- **System and process updates:** We are updating our processes to take in products directly, outside of our standard return window in Québec, for the WGWO period. Our systems will route customer issues correctly during the obligated warranty periods. Stores and call centres will be enabled to support Québec customers directly. We are building processes to help facilitate repairs and resolutions from manufacturers for customers.
- **Repair model definition:** We will define standard repair pathways to support customers during the WGWO period, and, where required, Best Buy will support manufacturers to ensure a customer solution is delivered.

Vendor Responsibility and Required Readiness:

Vendors and manufacturers are responsible for meeting the warranty obligations for the products they supply to Best Buy. We are reaching out today to ensure:

1. **You understand and are prepared for your obligations:** You are responsible for ensuring your products comply with WGWO requirements, including repair support and associated costs.
2. **You enable a viable service path:** For affected products sold in Québec, you must provide one of the following:
 - a repair and service solution that allows Best Buy to support the customer; or
 - a clear path for Best Buy to help connect you and the customer, as required by WGWO.
3. **Financial responsibility:** Best Buy will recover from the vendor any costs where Best Buy supports the customer directly for WGWO (e.g., intake, repair, replacement, etc.).
4. **Program and contract alignment:** We will be working with you over the coming months to update service agreements, program structures, and operational processes.



We greatly value your partnership.

Our priority is ensuring a seamless, compliant experience for customers and we will support and align with partners wherever possible to achieve that. We recognize that these requirements may necessitate operational changes and may have an impact on your existing service model.

If your products fall within scope of the new regulation, we request that you reach out and set up a discussion with your Category Leader or Best Buy contact as soon as possible, but **no later than July 6, 2026**, so we can identify potential gaps in your current programs, explore what's possible, and align on necessary updates that will ensure our mutual compliance in advance of the October 5, 2026 in-force date.

We appreciate your efforts and look forward to working through this together.

Thank you,

Jason Abrams

SVP, Merchandising, Store Experience & Service Solutions
Best Buy Canada Ltd.

Vendors are responsible for ensuring their own compliance with Québec's Consumer Protection Act and the Warranty of Good Working Order. This letter is a general overview of certain requirements and is not comprehensive. Nothing contained herein should be relied upon or construed as legal advice. We strongly recommend consulting a legal professional to understand your specific obligations.

Reference Materials:

For your convenience, the following public resources provide additional information regarding Québec's Warranty of Good Working Order:

- **Gouvernement du Québec** – [Bill 29: An Act to protect consumers from planned obsolescence](#)
- **Office de la protection du consommateur (OPC)** – [Warranty of Good Working Order: Guidance for merchants and manufacturers](#)
- **Gouvernement du Québec** (announcement) – [New warranty of good working order \(overview and covered products\)](#)

These materials are provided for general reference only and are not exhaustive. Vendors remain responsible for assessing and ensuring their own compliance.