



LANDERS APPLIANCE, INC.

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SALES

SERVICE

PARTS



"HONEST, REASONABLE & RELIABLE"

2/1/21

To the MD Legislature,
Senate Finance Committee

RE: SB412 Consumer Protection – Right to Repair

My name is Dean Landers. I am the president of Landers Appliance, Inc., an appliance service, sales and parts company with 27 employees, serving the greater Baltimore area for the last 37 years.

I am writing in support of SB412, the Right to Repair bill. Over the years our staff have had the privilege of helping many customers (over 350,000) with their appliance needs. The biggest struggle we've had, from the very beginning has been getting technical documents, schematics, service bulletins, and assistance while trying to repair various brands for which we were not "authorized". "Authorized", by most accounts simply means you have signed up as a warranty service provider, agreeing to perform repairs during the manufacturers warranty period for a fixed amount of money. For the privilege of being "authorized", you now have access to the necessary service information, including on-line training videos and a few other product training tools.

Most customers opt to call companies that are independent of the "authorized" status, which means the companies, and hence the customer, are prevented from having access to the appliance's technical information. When I refer to most customers, I mean that if you look at the number of service technicians in the country that work under the non-authorized status and those that work for "authorized" companies, you can see that there are far more non-authorized than "authorized". This creates a tough situation for the customers. They prefer to use the non-authorized companies and their technicians for a multitude of reasons (speed of service, professionalism, repair guarantee, local ownership and management, etc.). As a result, customers are placed at a disadvantage, not being able to use the companies they prefer and those preferred companies not being able to get proper access to the technical information they need to complete the repairs.

The main argument for keeping the non-authorized technicians on the outside looking in involves the reimbursement amounts "authorized" companies agree to accept for doing a repair under the warranty period. These warranty reimbursement rates are far below the fair market value that would typically be charged for a COD repair. The warranty reimbursement rates are below the actual costs of most of the authorized service providers. So, the only incentive or benefit the manufacturers can offer the "authorized" companies for accepting such meager rates is to agree to provide them, and them only with the technical information I've already described.

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I strongly encourage the members of the committee to rule in favor of the bill and put the issue before the entire senate.

If any individual senator or aid would like to speak to me about specifics related to this bill or anything I raised in this letter, please don't hesitate to call or email me.

Dean Landers, President

A handwritten signature in cursive script that reads "Dean Landers".

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