

October 01, 2025

I am writing regarding the Quebec legislature having now passed Bill 29 an amendment to the Consumer Protection Act along with regulations regarding monetary penalties and disclosure requirements regarding parts availability, service availability and service manual availability.

Danby has a longstanding commitment to supporting our products well beyond the point of sale. While Danby does not guarantee availability of all parts indefinitely, service manuals for every model, or availability of service technicians in all areas, Danby takes pride in maintaining a robust inventory of parts for a reasonable length of time as well as offering reliable service solutions to ensure our customers receive the high level of support they expect. We also provide a variety of warranty options to *Do the Right Thing*.

Our compliance approach includes the following:

- **Transparent Disclosure:** Provide clear statements pertaining to availability of (i) replacement parts, (ii) authorized repair services, and (iii) relevant maintenance information
- **Consumer Accessibility:** Include a hyperlink on product packaging, and online marketing in a prominent manner that will direct consumers to the disclosure information.
- **Ongoing Oversight:** Internal processes to regularly review and update this information to ensure ongoing alignment with regulatory changes.

As part of Bill 29 and the associated regulations, the Quebec government requires retailers and manufacturers in the province to:

*79.18 ...the manufacturer must disclose in a prominent and comprehensible manner, online if he entirely or partially or in no way guarantees the availability of each of the following elements: a) replacement parts; b) repair services; c) information necessary to maintain or repair the goods.*

*79.19 ...the merchant must, before entering into a contract, disclose **in writing**, in a prominent and comprehensible manner, if he entirely, partially or in no way guarantees: a) replacement parts; b) repair services; c) information necessary to maintain or repair the goods. ...if the merchant partially guarantees the availability of any one of those elements, he must also disclose in the same manner, the information making it possible to easily identify the replacement parts, repair services or information necessary to maintain or repair the goods...*

Please feel free to reach out if you have any questions or need additional details. Enclosed with this note is a copy of the regulation we have been referencing for your review if required.

In order to assist you with communicating this disclosure to your customers Danby has created a hyperlink to provide you that you can post in a manner to which you see is fit for your organization meeting your disclosure obligation

For parts listings and availability: [www.danbyapplianceparts.ca](http://www.danbyapplianceparts.ca)

For our disclaimer: [www.danby.com/support#parts-service-disclaimer](http://www.danby.com/support#parts-service-disclaimer)

Sincerely,



Andrew Raymond  
President  
Danby Appliances Co.

## [Customer Support | Danby Canada](#)

### Parts & Service Disclaimer

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For parts listings and availability, visit our parts website (<https://www.danbyapplianceparts.ca/>). For warranty length and terms and elementary maintenance, please see your appliance's owner's manual.

## [Support client | Danby Canada](#)

### Communication sur les pièces et services de réparation

Danby s'engage depuis longtemps à assurer le support de ses produits bien au-delà du point de vente. Tandis que Danby ne garantis pas la disponibilité indéfinie de toutes les pièces, des manuels d'entretien pour chaque modèle ni la disponibilité de ses techniciens dans toutes les régions, Danby est fier de maintenir un stock robuste de pièces pendant une durée raisonnable et d'offrir des solutions de service fiables pour garantir à ses clients le niveau de support élevé qu'ils attendent. Nous proposons également diverses options de garantie pour Faire la bonne chose.

Pour connaître la liste et la disponibilité des pièces, consultez notre site web (<https://www.danbyapplianceparts.ca/>). Pour connaître la durée et les modalités de la garantie, aussi que des informations sur l'entretien élémentaire veuillez consulter le manuel d'utilisateur de votre appareil.