

## Independent Electronic Repair Shops Support Right to Repair

Oregon repair shop owners know that the value of Right to Repair goes beyond being able to access original manufacturer parts, tools and manuals to use for repairs. They see Right to Repair as a way to empower consumers against the monopolized tech industry, promote digital equity and access, encourage sustainable reuse and reduce the amount of e-waste in our landfills.

---

*“Our society often perpetuates a wasteful lifestyle and those who seek to solve problems are often unable to be assertive and solve problems for themselves in the world of electronics. Electronics manufacturers make electronics items that are designed to wear out quickly and be replaced rather than be a reliable tool that can be serviced. Imagine if you will, buying a car and knowing that if your vehicle breaks, you have to buy a new one. While electronics are typically less costly than vehicles, quality repairs are monopolized by manufacturers.”*

**Harold Wolford**  
**The Cell Fix**  
**La Grande, OR**

*“We are a locally owned and run shop in computer repair providing excellent service at an affordable cost. If you purchase a device, it is ridiculous to, in a sense, forbid a person from seeking repair services or to perform those repairs themselves. Furthermore, how is it right or fair to essentially ban an individual to seek repair services when a company cannot provide those services in a timely manner? If they put out an update that breaks a device, I personally feel it shouldn't fall on the customer to fix and pay for that mess-up to be corrected.”*

**Kittie Leonor**  
**Dr. Networking**  
**Ashland, OR**

*“I find planned obsolescence deeply concerning and am worried about the sheer amount of electronic garbage we are filling our landfills with and how it will affect the generations to come.”*

**Justin Coope**  
**1201 Computer Repair**  
**Portland, OR**

*“Consumers should have full ownership of their devices after purchase. Repair organizations should be able to participate in a vibrant and competitive ecosystem that emphasizes customer satisfaction and part quality instead of artificial repair restrictions that are currently being imposed by OEMs.”*

**Adrian Avery-Johnson**  
**Bridgetown Electronics Repair**  
**Portland, OR**

*“We are an independent Mac specialty repair shop. We are dedicated to helping customers prolong the use of the investment in their Macs. I think more so than any other computer brand, Macs, due to the high cost initially, are kept longer than the average Windows PC. Because of this, we see a lot of Macs come in that Apple no longer supports. If we weren't here to help these customers, these systems would be tossed...against the customer's desires. We do not feel these systems should be treated as disposable when they could be working normally again for the customer.*

*In addition, customers with newer Macs do not want to deal with the chaos in an Apple store or the high cost of repair so they come to us as well. Apple's only path to being given access to their support materials is via a program that basically puts you under their thumb and forces you, again, to ignore customers with Macs older than 5 years by being a Certified Repair Shop. But only large shops with lots of money can even have a chance of qualifying for this certification. Ironically, I worked for Apple. I was trained and certified in Cupertino. I am helping Apple from the outside now, keeping their loyal customer base happy. Instead of having an aggressive stance towards people and shops like ours, they should be thankful we are around and support us as we are supporting them.”*

**Erick Reddekopp**  
**Geeks4Mac**  
**Portland, OR**

*“As an independent repair shop, I value commonly available parts and repair manuals, and even offer classes teaching people how to repair their own technology. I am motivated to support requiring manufacturers to provide shops the tools to fix products, as well as consumers the parts, tools, and knowledge to do it themselves.”*

**Nico Cropp**  
**Corvallis Computer**  
**Corvallis, OR**