



PRICES AND CONSUMER AFFAIRS DIVISION



1st Floor Cecil George-John Building
Redcliffe Street and Corn Alley, St. John's, Antigua
1 (268) 462-4347
✉ consumeraffairs@ab.gov.ag
🌐 consumeraffairs.gov.ag

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Cellphone Repair Technicians Raise concerns during meeting on new Consumer Protection Act

On December 10th, 2025, the Prices and Consumer Affairs Division held a meeting with cellphone repair technicians to raise awareness about the new Consumer Protection Act 2025. The session, held at the Inland Revenue Department's Conference Room, was led by Orrin Steele, Director of Prices and Consumer Affairs.

During the meeting, over 20 technicians in attendance shared their views and experiences on how requirements under the new Act would impact their operations. Some of the major changes include displaying price of goods and services, misleading trade descriptions, disclosure of reconditioned goods, implied warranties as to quality and fitness, return of defective goods, approval for services and recording keeping.

Under the new Act, a supplier who offers repair services to a consumer shall keep a record including the name, address and telephone number of the consumer, an accurate description of the goods to be repaired, an estimate of the replacement value of the goods in its present state, an estimate of the labor and other costs to be paid by the consumer and the date on which the goods are received for repair and will be ready for delivery.

Cell phone repair technicians will now be required to give such a record to consumers for each repair service offered. This record shall be prepared in writing and presented to the consumer in either printed or electronic format for the consumer's signature and approval. While the technicians noted that the new measure could increase operational costs, they noted that it would assist in tracking customers, repair services, business activities, and dispute resolution.

The requirement to display prices for goods and services was another challenging topic discussed. The technicians explained that while prices for goods are quite easy to display, setting specific prices for some services, for example, unlocking services, could be difficult as such prices often change based on the market. The technicians were advised to provide consumers with a price range for such services that reflects these changes, to ensure compliance.

Regarding sales of non-genuine parts, Steele explained that before selling them to consumers, the technicians must inform the consumer that the part (or good) is not authentic, and this must be stated on the receipt. Steele added that selling non-genuine parts as original can result in a fine of up to \$5,000 ECD or prison time for misleading consumer

Another important concern for the technicians was the time allowed to keep a cellphone after repairs were completed. Some technicians said they still have phones from as far back as 2019. Although the new Act does not make provision for this aspect, the Division recommended that 90 days is sufficient time to keep a phone after repairs are completed. However, Steele noted that this 90-day limit should be clearly written in the contract that customers sign before the job begins, and an active effort should be made to reach the consumer during this period.

The requirement to notify consumers and receive approval before any additional repair work is carried out was welcomed by the technicians. This, technicians said, would help alleviate some potential conflicts with consumers. Should a technician make extra repairs without the consumer’s consent, the consumer is not required to pay for those repairs.

Technicians also raised concerns about consumers purchasing cellphone parts, then returning them for a refund after finding the items cheaper elsewhere. Steele explained that once the parts are not defective, consumers are not entitled to a refund.

The discussion then moved to the topic of layaway. Technicians were informed that, should a consumer cancel a layaway agreement before paying in full for the goods, a cancellation fee may be charged. A cancellation fee could also be charged with the balance refund should the consumer fail to complete the payment within sixty [60] business days after the anticipated date of completion, or the technician may regard the consumer as having ended the agreement. However, in no case should a cancellation fee be charged unless the supplier informed the consumer of details of the cancellation fee before the consumer entered into the lay-away agreement.



Productive discussion with Mr. Orrin Steele and Phone Technicians



Director of the prices and consumer affairs addressing technicians during the meeting.