

Gouvernement du Québec

O.C. 1459-2025, 3 December 2025

Regulation to amend the Regulation respecting the application of the Consumer Protection Act

WHEREAS, under the first paragraph of section 228.1 of the Consumer Protection Act (chapter P-40.1), before proposing to a consumer to purchase a contract that includes an additional warranty on goods, the merchant must inform the consumer orally and in writing, in the manner prescribed by regulation, of the existence and nature of the warranty provided for in sections 37 and 38 of the Act;

WHEREAS, under the first paragraph of section 228.2 of the Act, before proposing to a consumer to purchase a contract that includes an additional warranty on goods that are the object of a warranty provided for in section 38.1, section 159 or the second paragraph of section 164 of the Act, the merchant must inform the consumer orally, in the manner prescribed by regulation, of the existence and duration of that warranty;

WHEREAS, under paragraph *a* of section 350 of the Act, the Government may make regulations determining the content and physical presentation and the terms and conditions of distribution or remittance of all contracts, statements of account or other documents contemplated by the laws and regulations the application of which is under the supervision of the Office de la protection du consommateur;

WHEREAS, under paragraph *d.3* of section 350 of the Act, the Government may make regulations determining the duration of the warranty of good working order for the goods referred to in the first paragraph of section 38.1 of the Act;

WHEREAS, under paragraph *d.6* of section 350 of the Act, the Government may make regulations determining, for the purposes of section 38.7 of the Act, the information the manufacturer must disclose to the consumer, the manner in which it is to be disclosed and the applicable conditions;

WHEREAS, under paragraph *r* of section 350 of the Act, the Government may make regulations exempting, in whole or in part, from the application of the Act, any class of persons, goods, services or contracts that it determines and fixing conditions for that exemption;

WHEREAS, in accordance with sections 10 and 11 of the Regulations Act (chapter R-18.1), a draft Regulation to amend the Regulation respecting the application of the

Consumer Protection Act was published in Part 2 of the *Gazette officielle du Québec* of 16 July 2025 with a notice that it could be made by the Government on the expiry of 45 days following that publication;

WHEREAS it is expedient to make the Regulation with amendments;

IT IS ORDERED, therefore, on the recommendation of the Minister of Justice:

THAT the Regulation to amend the Regulation respecting the application of the Consumer Protection Act, attached to this Order in Council, be made.

DAVID BAHAN

Clerk of the Conseil exécutif

Regulation to amend the Regulation respecting the application of the Consumer Protection Act

Consumer Protection Act
(chapter P-40.1, ss. 228.1, 1st par., 228.2, 1st par. and 350, pars. *a*, *d.3*, *d.6* and *r*).

1. The Regulation respecting the application of the Consumer Protection Act (chapter P-40.1, r. 3) is amended by inserting the following after section 79.20 as made by section 1 of the Regulation to amend the Regulation respecting the application of the Consumer Protection Act approved by Order number 800-2025 dated 18 June 2025:

“CHAPTER VI.5

“WARRANTY OF GOOD WORKING ORDER CONCERNING CERTAIN GOODS

“79.21. The duration of the warranty of good working order provided for in section 38.1 of the Act is

(*a*) six years for a range, a refrigerator, a freezer, an air conditioner and a heat pump;

(*b*) five years for a dishwasher, a washing machine and a dryer;

(*c*) four years for a television set; and

(*d*) three years for a desktop computer, a laptop computer, an electronic pad, a cellular telephone and a video game console.

“**79.22.** For the purposes of section 38.7 of the Act, the manufacturer must disclose, online, the duration of the warranty of good working order covering the goods in a prominent and comprehensible manner. “.

2. The heading of Division IV of Chapter VII is amended by replacing “THE LEGAL WARRANTY” by “LEGAL WARRANTIES”.”.

3. Section 91.9 is replaced by the following:

“**91.9.** Before proposing to purchase a contract that includes an additional warranty on goods, the merchant must provide the consumer with a document in paper form containing only the following compulsory notice, as applicable:

(a) for goods that carry with them a warranty of good working order provided for in section 38.1 of the Act:

“In the event of malfunction of the goods during the warranty, contact the manufacturer and/or the merchant. They are required to repair the goods free of charge.

Goods	Duration of the legal warranty of good working order
Range – Refrigerator – Freezer – Air conditioner – Heat pump	6 years
Washing machine – Dryer – Dishwasher	5 years
Television set	4 years
Desktop or laptop computer – Video game console – Cellular telephone – Electronic pad	3 years

The warranty is automatically granted by the Consumer Protection Act.

Other warranties are also granted by that Act free of charge. They allow you, among other things, to require that the goods be durable in normal use for a reasonable length of time (sections 37 and 38 of the Act). They may apply during and after the expiry of the legal warranty of good working order.”;

(b) for a used automobile that carries with it a warranty of good working order provided for in section 159 of the Act:

“In the event of malfunction of the automobile under warranty, contact the merchant. The merchant is required to repair the automobile free of charge.

Market year of automobile and mileage	Duration of the legal warranty of good working order (whichever occurs first)
4 years or less, with a maximum of 80,000 km	6 months or 10,000 km
5 years or less, with a maximum of 100,000 km	3 months or 5,000 km
7 years or less, with a maximum of 120,000 km	1 month or 1,700 km

The warranty is automatically granted by the Consumer Protection Act (section 159 of the Act).

Other warranties are also granted by that Act free of charge. They allow you, among other things, to require that the automobile be durable in normal use for a reasonable length of time (sections 37 and 38 of the Act). They may apply during and after the expiry of the legal warranty of good working order.”;

(c) for a used motorcycle that carries with it a warranty of good working order provided for in the second paragraph of section 164 of the Act:

“In the event of malfunction of the motorcycle under warranty, contact the merchant. The merchant is required to repair the motorcycle free of charge.

Market year of motorcycle	Duration of the legal warranty of good working order
2 years or less	2 months
More than 2 years, up to 3 years	1 month

The warranty is automatically granted by the Consumer Protection Act (section 164 of the Act).

Other warranties are also granted by that Act free of charge. They allow you, among other things, to require that the motorcycle be durable in normal use for a reasonable length of time (sections 37 and 38 of the Act). They may apply during and after the expiry of the legal warranty of good working order.”;

(d) for all other goods:

“The Consumer Protection Act grants warranties free of charge on all goods you purchase or lease from a merchant.

The goods must be

—fit for the purposes for which goods of that kind are ordinarily used (section 37 of the Act); and

—durable in normal use for a reasonable length of time, having regard to their price, the terms of the contract and the conditions of their use (section 38 of the Act).”

The applicable notice provided under the first paragraph must have a heading worded as follows: “NOTICE CONCERNING LEGAL WARRANTIES”.

The notice must also contain the following clause at the end: “For more information on the warranties, go to the website of the Office de la protection du consommateur at Québec.ca/garanties-consommateur.”.”

4. Section 91.10 is amended

(1) by replacing paragraph *b* by the following:

“(b) below the heading, the following clause, as applicable, in type of at least 14 points in a rectangle:

i. for goods that carry with them a warranty of good working order provided for in section 38.1 of the Act: “The Act requires the manufacturer and the merchant to warrant the good working order of the goods for (*insert the warranty period*) years from the delivery of the goods. The warranty is free of charge.”;

ii. for a used automobile that carries with it a warranty of good working order provided for in section 159 of the Act: “The Act requires the merchant to warrant the good working order of the automobile for (*insert the number of months*) months or (*insert the mileage*) km from the delivery of the automobile. The warranty is free of charge.”;

iii. for a used motorcycle that carries with it a warranty of good working order provided for in the second paragraph of section 164 of the Act: “The Act requires the merchant to warrant the good working order of the motorcycle for (*insert the number of months*) months from the delivery of the motorcycle. The warranty is free of charge.”;

iv. for all other goods: “The Act grants a warranty free of charge on the goods you purchase or lease: they must be durable in normal use for a reasonable length of time.”;”;

(2) by replacing “the two first paragraphs” in paragraph *d* by “the applicable notice provided pursuant to the first paragraph of section 91.9”;

(3) by replacing “the third paragraph” in paragraph *e* by “the clause referred to in the third paragraph of section 91.9”.

5. Section 91.11 is amended

(1) by replacing “section 228.1” by “sections 228.1 and 228.2”;

(2) by replacing “that section” by “either of those sections”.

6. Section 91.12 is amended

(1) by inserting “or 228.2” in the portion before paragraph *a* after “228.1”;

(2) by replacing “notice prescribed in” in paragraph *a* by “applicable notice provided pursuant to the first paragraph of”;

(3) by inserting “, of the obligation provided for in the first paragraph of section 228.2 of the Act” in paragraph *b* after “sections 37 and 38 of the Act”.

7. Section 91.13 is amended by replacing the first paragraph by the following:

“When a proposal to purchase a contract referred to in section 228.1 or 228.2 of the Act is made orally from a distance, the merchant is exempt from the obligation under section 228.1 of the Act and the first paragraph of section 91.9 of providing information in writing before proposing the purchase of a contract that includes an additional warranty on goods, provided the merchant sends the consumer the applicable notice provided pursuant to the first paragraph of section 91.9 within 15 days of the making of the contract.”

8. This Regulation comes into force on 5 October 2026.

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