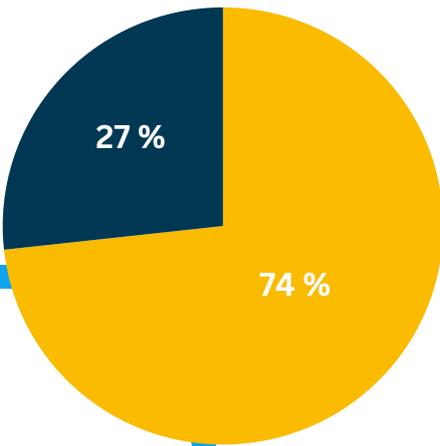


HOW GOOD IS AS GOOD AS NEW?

A consumer perspective on refurbished goods

Do you know the difference between a refurbished device and a second-hand device?

Yes No



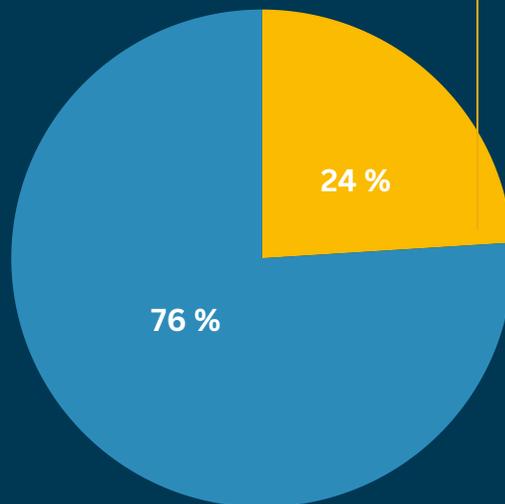
Gender: men are more likely to claim that they know the difference between a refurbished and a second-hand device than women.

Age: older respondents are less likely to claim that they know the difference between a refurbished device and a second-hand device than younger respondents.



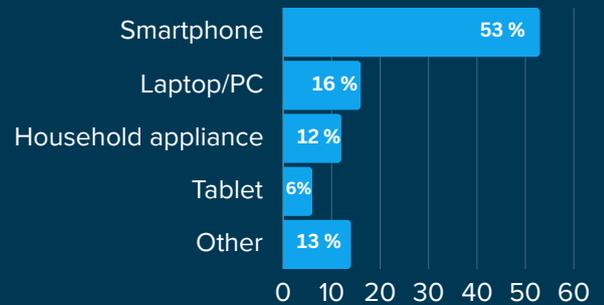
Have you ever purchased a refurbished device?

Yes No

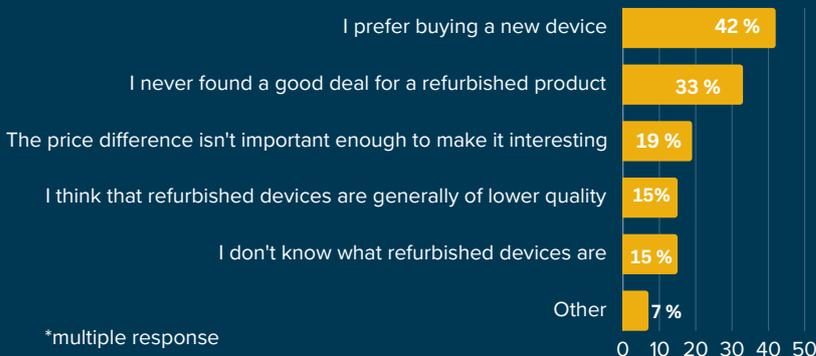


What type of device was it?

(last purchase of a refurbished product)

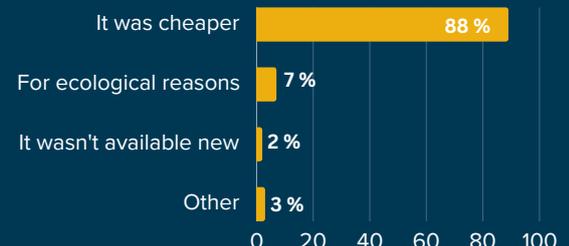


Why didn't you ever buy a refurbished device? *



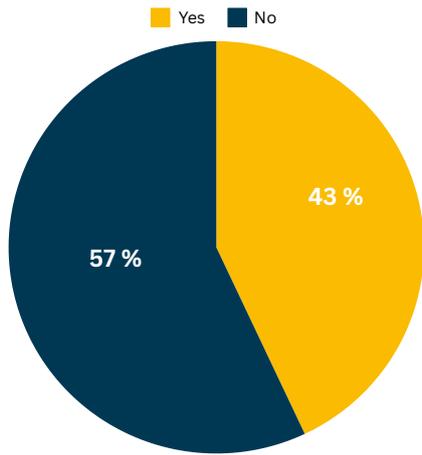
Why did you want to buy a refurbished device?

(last purchase of a refurbished product)



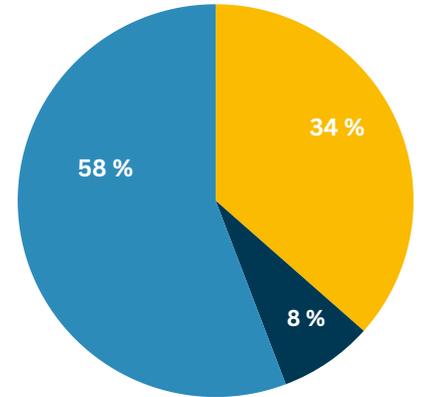
*multiple response

Were you informed on which repairs and checks were carried out to put the refurbished device back on the market? **



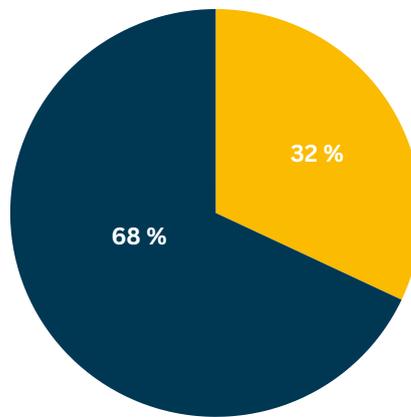
Overall, how satisfied are/were you with your purchase of this refurbished product? **

(very) unsatisfied
neither satisfied nor unsatisfied
(very) satisfied



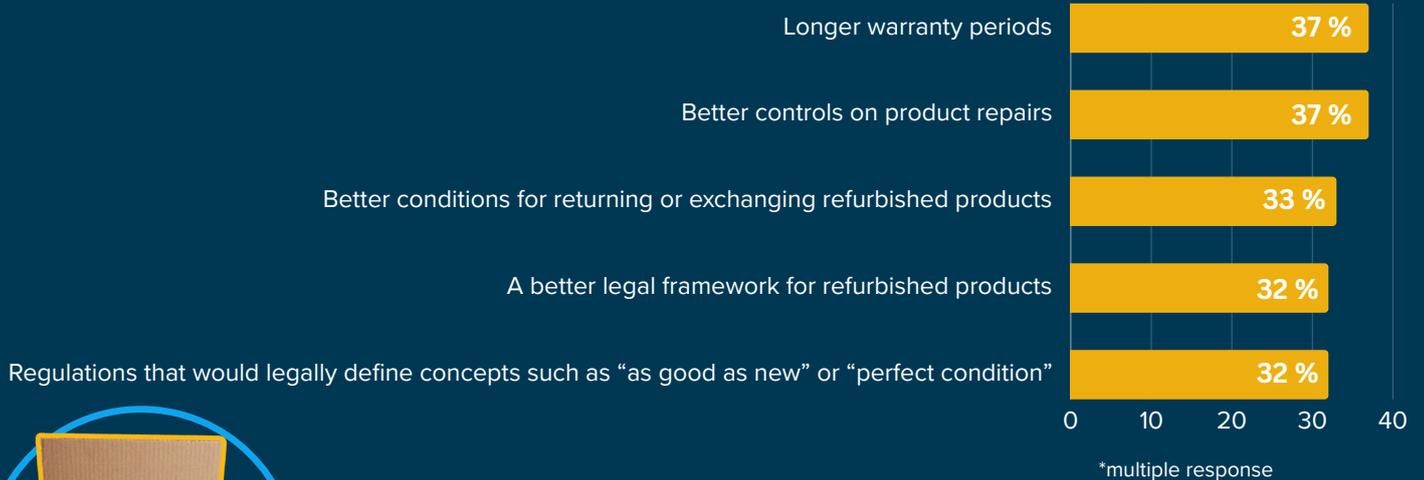
Did you experience any problems with your refurbished device? **

At least one problem
No problems



** last purchase of a refurbished product

Which improvements could convince you to opt for refurbished devices (more frequently) ? *



Methodology

The survey was done in parallel in Belgium, Italy, Portugal, and Spain in June 2024. Through an online questionnaire, a total of 3.507 valid answers were collected. Samples were weighted for age (25-79), gender, geographical area, and educational level in order to reflect the distribution of the general national populations for these variables.

About Euroconsumers

Gathering five national consumer organisations and giving voice to a total of more than 1,5 million people in Italy, Belgium, Spain, Portugal and Brazil, Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and the defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives.