

International Comparative Study into Extended Warranties

The CC asked PA Consulting Group to undertake an international comparative study into the market for extended warranties. PA conducted two linked research exercises.

PA's overall study is split into two stages: Stage 1 (conducted in February 2003) provided a brief view of the structure of the market in each country, while Stage 2 forms a more in-depth analysis of a sub-section of the markets drawn from Stage 1.

PA reported on these two stages in separate reports, which are at Annex 1 and Annex 2 respectively.

The reports are prepared under PA's responsibility and are being made available by the Commission for general interest. That the Commission is doing so should not be interpreted as implying that it is necessarily in agreement with any particular point in them.