

Directive (EU) 2019/770 of the European Parliament and of the Council  
of 20 May 2019 on certain aspects concerning contracts for the supply  
of digital content and digital services (Text with EEA relevance)

*Article 17*

**Obligations of the consumer in the event of termination**

- 1 After the termination of the contract, the consumer shall refrain from using the digital content or digital service and from making it available to third parties.
- 2 Where the digital content was supplied on a tangible medium, the consumer shall, at the request and at the expense of the trader, return the tangible medium to the trader without undue delay. If the trader decides to request the return of the tangible medium, that request shall be made within 14 days of the day on which the trader is informed of the consumer's decision to terminate the contract.
- 3 The consumer shall not be liable to pay for any use made of the digital content or digital service in the period, prior to the termination of the contract, during which the digital content or the digital service was not in conformity.