

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 18*

**Time limits and means of reimbursement by the trader**

- 1 Any reimbursement that is owed to the consumer by the trader, pursuant to Article 14(4) and (5) or 16(1), due to a price reduction or termination of the contract shall be carried out without undue delay and, in any event, within 14 days of the date on which the trader is informed of the consumer's decision to invoke the consumer's right for a price reduction or to terminate the contract.
- 2 The trader shall carry out the reimbursement using the same means of payment as the consumer used to pay for the digital content or digital service, unless the consumer expressly agrees otherwise, and provided that the consumer does not incur any fees as a result of such reimbursement.
- 3 The trader shall not impose any fee on the consumer in respect of the reimbursement.