

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 1	Subject matter and purpose
Article 2	Definitions
Article 3	Scope
Article 4	Level of harmonisation
Article 5	Supply of the digital content or digital service
Article 6	Conformity of the digital content or digital service
Article 7	Subjective requirements for conformity
Article 8	Objective requirements for conformity
Article 9	Incorrect integration of the digital content or digital service
Article 10	Third-party rights
Article 11	Liability of the trader
Article 12	Burden of proof
Article 13	Remedy for the failure to supply
Article 14	Remedies for lack of conformity
Article 15	Exercise of the right of termination
Article 16	Obligations of the trader in the event of termination
Article 17	Obligations of the consumer in the event of termination
Article 18	Time limits and means of reimbursement by the trader
Article 19	Modification of the digital content or digital service
Article 20	Right of redress
Article 21	Enforcement
Article 22	Mandatory nature
Article 23	Amendments to Regulation (EU) 2017/2394 and Directive 2009/22/EC
Article 24	Transposition
Article 25	Review
Article 26	Entry into force
Article 27	Addressees Signature

- (1) [OJ C 264, 20.7.2016, p. 57.](#)
- (2) Position of the European Parliament of 26 March 2019 (not yet published in the Official Journal) and decision of the Council of 15 April 2019.
- (3) Directive (EU) 2019/771 of the European Parliament and of the Council of 20 May 2019 (see page 28 of this Official Journal).
- (4) Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council ([OJ L 304, 22.11.2011, p. 64](#)).
- (5) Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the application of patients' rights in cross-border healthcare ([OJ L 88, 4.4.2011, p. 45](#)).
- (6) Council Directive 93/42/EEC of 14 June 1993 concerning medical devices ([OJ L 169, 12.7.1993, p. 1](#)).
- (7) Council Directive 90/385/EEC of 20 June 1990 on the approximation of the laws of the Member States relating to active implantable medical devices ([OJ L 189, 20.7.1990, p. 17](#)).
- (8) Directive 98/79/EC of the European Parliament and of the Council of 27 October 1998 on *in vitro* diagnostic medical devices ([OJ L 331, 7.12.1998, p. 1](#)).
- (9) Directive 2002/65/EC of the European Parliament and of the Council of 23 September 2002 concerning the distance marketing of consumer financial services and amending Council Directive 90/619/EEC and Directives 97/7/EC and 98/27/EC ([OJ L 271, 9.10.2002, p. 16](#)).
- (10) Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code ([OJ L 321, 17.12.2018, p. 36](#)).
- (11) Directive 2005/29/EC of the European Parliament and of the Council of 11 May 2005 concerning unfair business-to-consumer commercial practices in the internal market and amending Council Directive 84/450/EEC, Directives 97/7/EC, 98/27/EC and 2002/65/EC of the European Parliament and of the Council and Regulation (EC) No 2006/2004 of the European Parliament and of the Council ('Unfair Commercial Practices Directive') ([OJ L 149, 11.6.2005, p. 22](#)).
- (12) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) ([OJ L 119, 4.5.2016, p. 1](#)).
- (13) Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) ([OJ L 201, 31.7.2002, p. 37](#)).
- (14) Regulation (EC) No 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I) ([OJ L 177, 4.7.2008, p. 6](#)).
- (15) Regulation (EU) No 1215/2012 of the European Parliament and of the Council of 12 December 2012 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters ([OJ L 351, 20.12.2012, p. 1](#)).
- (16) Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004 ([OJ L 345, 27.12.2017, p. 1](#)).
- (17) Directive 2009/22/EC of the European Parliament and of the Council of 23 April 2009 on injunctions for the protection of consumers' interests ([OJ L 110, 1.5.2009, p. 30](#)).
- (18) [OJ C 369, 17.12.2011, p. 14.](#)
- (19) Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data ([OJ L 8, 12.1.2001, p. 1](#)).
- (20) [OJ C 200, 23.6.2017, p. 10.](#)