



Digital Markets, Competition and Consumers Act 2024

2024 CHAPTER 13

PART 4

CONSUMER RIGHTS AND DISPUTES

CHAPTER 2

SUBSCRIPTION CONTRACTS

Duties of traders

PROSPECTIVE

261 Duties of trader on cancellation or end of subscription contract

- (1) This section applies where a consumer—
 - (a) has exercised a right under this Chapter to cancel a subscription contract, or
 - (b) has exercised a right to bring a subscription contract to an end.
- (2) The trader must—
 - (a) give the consumer a notice acknowledging that fact (referred to in this Chapter as an “end of contract notice”), and
 - (b) if an overpayment has been received by the trader from the consumer, refund that overpayment.
- (3) An end of contract notice must set out—
 - (a) the date on which the contract was or will be cancelled or on which it came, or will come, to an end, and
 - (b) any other information required by regulations under section [277\(1\)\(b\)](#).

Status: This version of this provision is prospective.

Changes to legislation: There are currently no known outstanding effects for the Digital Markets, Competition and Consumers Act 2024, Section 261. (See end of Document for details)

- (4) An end of contract notice must be given—
- (a) in accordance with subsection (5),
 - (b) in writing on a durable medium, and
 - (c) in accordance with any other requirements specified in regulations under section 277(1)(a).
- (5) An end of contract notice must be given—
- (a) before the end of such period as may be specified in regulations under section 277(1)(a), or
 - (b) if no such period is specified—
 - (i) in the case of a consumer exercising a right mentioned in subsection (1) by giving a notification online, before the end of the period of 24 hours from the time that the consumer gives the notification;
 - (ii) in a case where the consumer exercises such a right by giving a notification in any other way, before the end of the period of 3 working days beginning with the day after the day that the consumer gives that notification.
- (6) In subsection (2)(b) “overpayment”, in relation to a subscription contract, means any payment made by the consumer for which the consumer is not liable as a result of cancelling the subscription contract or bringing it to an end.

Commencement Information

II S. 261 not in force at Royal Assent, see [s. 339\(1\)](#)

Status:

This version of this provision is prospective.

Changes to legislation:

There are currently no known outstanding effects for the Digital Markets, Competition and Consumers Act 2024, Section 261.