



# Digital Markets, Competition and Consumers Act 2024

## 2024 CHAPTER 13

### PART 4

#### CONSUMER RIGHTS AND DISPUTES

### CHAPTER 2

#### SUBSCRIPTION CONTRACTS

#### *Cooling-off rights*

#### **264 Right to cancel during cooling-off periods**

- (1) A consumer has the right to cancel a subscription contract during—
  - (a) the initial cooling-off period, and
  - (b) any renewal cooling-off period.
- (2) The right conferred by subsection (1)—
  - (a) is exercisable in any circumstances, and
  - (b) may not be subject to any conditions other than those set out in or under this Chapter.
- (3) The right is exercisable by the consumer notifying the trader in accordance with subsection (4) that the consumer is cancelling the contract.
- (4) A notification under subsection (3) may be given by the consumer making a clear statement setting out their decision to cancel the contract.
- (5) A subscription contract is cancelled from the time that such a notification is given.
- (6) Where a subscription contract is cancelled under this section—

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*Status: This is the original version (as it was originally enacted).*

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- (a) the cancellation ends both the consumer's and the trader's obligations to perform the contract in respect of any rights or liabilities that would arise (but for the cancellation) after the time at which the contract was cancelled,
  - (b) the consumer's liability for payments that have arisen under the contract is extinguished to any extent set out in regulations under section [267\(1\)\(b\)](#) (and, accordingly, the consumer may be entitled to a refund), and
  - (c) any other provision made under those regulations in relation to the treatment of goods, services or digital content supplied under a cancelled subscription contract applies.
- (7) No penalty or charge may be imposed on a consumer for cancelling a subscription contract under subsection (1).
- (8) For further provision about the exercise of a right to cancel under this section, see section [267](#).