

Question for written answer E-004624/2025
to the Commission
Rule 144
Peter Agius (PPE)

Subject: Extra costs for intra-EU deliveries to island Member States

In the EU single market, all citizens should enjoy equal treatment when purchasing goods and services online. However, Maltese consumers are often discriminated against by online traders when it comes to shipping conditions.

A recent case involved a Maltese citizen purchasing medical equipment worth EUR 1 451 from a company advertising free delivery. At checkout, a hefty delivery fee was added, as the supplier then excluded 'non-EU mainland countries requiring air delivery'. This practice is recurrent and effectively discriminates against citizens in island and peripheral regions such as Malta, Cyprus, Sicily, Sardinia, and the Greek islands.

In the light of the above:

1. Is the Commission aware that online traders frequently exclude island regions such as Malta and Cyprus from 'EU mainland' delivery conditions?
2. What measures is the Commission taking or does it intend to take to ensure equal access to free or fair shipping for consumers in all Member States, including island and remote regions?

Submitted: 19.11.2025