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E-002913/2026
Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(2.10.2026)

EU consumer law does not set specific duration for the supply of digital content/service. Instead, Directive 2019/770/EU (DCD)[1] requires traders to supply digital content/service in accordance with the contract and consumer's reasonable expectations. Discontinuation of the supply by the trader sooner than what was contractually agreed or what the consumer may reasonably expect would constitute a lack of conformity with the contract. In such cases, the consumer can terminate the contract and receive a proportionate refund of the price paid in advance for the digital content/service. The assessment of consumer's reasonable expectations is carried out on case-by-case basis.

While a new legislative initiative on this issue is not envisaged, in response to the European Citizens' Initiative 'Stop Destroying Videogames'[2], the Commission intends to initiate stakeholder exchanges by the end of 2026 to explore the possibility of elaborating a self-regulatory/industry-led code of conduct to improve the management of video games' end-of-life and strengthen transparency to consumers. The Commission will also present its report on the application of the DCD by the end of 2026, covering also its application to the discontinuation of digital content and services.

The purchase of videogames and other digital products do not necessarily constitute a transfer of ownership. Modern video game distribution models are typically based on licensing. Although their terms and conditions may differ between vendors, the licenses acquired are not perpetual, nor are they mandated by EU copyright or other IP laws. Such licensing conditions, including any termination provisions, constitute a legal agreement governing the use of the purchased videogame.

[1] 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, OJ L 136, 22.5.2019, p. 1-27.
[2] Communication from the commission on the European Citizens' Initiative (ECI) Stop Destroying Videogames, C/2026/4110, OJ C, C/2026/3601, 9.7.2026.