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When does the consumer have a right of withdrawal?

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The consumer is guaranteed a right of withdrawal under the Distance Contract Act.

The right of withdrawal means that the consumer can, without giving any reason, cancel an order within 14 days. When the right of withdrawal is exercised, the consumer must get back what he or she has paid.

However, exceptions from the consumer's right of withdrawal under the Distance Contract Act exist in certain situations. One of these exceptions applies if the agreement relates to a service that has already been completed, if the consumer has explicitly agreed to the service being started and whether the consumer has agreed that there is no right of withdrawal. If the consumer is deprived of the right of withdrawal in this way, it is important that the consumer is informed about it in a clear manner.

Since the Distance Contract Act only applies to consumers, traders do not have a right of withdrawal. Sole traders, however, have a recognized right of withdrawal in the Swedish telecom industry's rules of conduct, which correspond to consumer's right of withdrawal in distance contracts.