

## Information release

# New consumer rights: guaranteed redress and easier cancellation for online purchases

**The European Union is strengthening consumer rights with new measures to make it easier to repair products and simplify returns for online purchases.**

*Madrid, 08 May 2026* – The European Union continues to strengthen consumer protection with new measures designed to make it easier to repair products and simplify the exercise of the right of withdrawal for online purchases.

To mark Europe Day, the European Consumer Centre in Spain ([ECC-Spain](#)) notes that the new European rules will bring significant improvements to consumers' daily lives, particularly in areas such as digital shopping and product durability.

### Right to Repair: More Guarantees and Repairable Products

The new European regulations strengthen the so-called “right to repair” with the aim of promoting more sustainable consumption and reducing waste generation.

Currently, European law already recognizes consumers' right to request the repair or replacement of defective products during the statutory [warranty period](#), which, in Spain for new products, is three years. Under the new regulation, when a consumer chooses to have the product repaired, the statutory warranty will be extended by an additional 12 months.

In addition, once the statutory warranty has expired, manufacturers will be required to offer repair services for certain products. Products covered include, for example, washing machines, refrigerators, dishwashers, televisions, smartphones, and tablets.

ECC-Spain considers this measure to be a significant step toward a more sustainable consumption model aimed at extending the useful life of products. However, it notes that some everyday items, such as small appliances or electronic accessories like coffee makers or headphones, are still excluded from this requirement.

All European Union member states are required to incorporate the [European Directive](#) promoting the repair of goods into their national legislation by July 31 of this year.

### Withdrawal button: canceling an online purchase will be easier

Another new requirement that will take effect soon is the creation of a mandatory “withdrawal button” on websites and online apps. Starting June 19, 2026, [European regulations](#) will require online stores operating in the European Union to significantly simplify their return and cancellation systems for purchases made remotely.

As a result, companies selling products or services online must include a clearly visible button or link labeled “Cancel Contract.” Through this system, consumers will be able to cancel a purchase easily, quickly, and directly, and will also receive immediate confirmation of their request.

With this measure, the EU aims to eliminate common obstacles such as complex forms, hard-to-find links, or cumbersome procedures that, in practice, made it difficult to exercise this right.

### Commitment to European Consumers

The European Consumer Centre in Spain notes that these measures are part of the European Union's commitment to protecting consumers and building a more transparent, sustainable, and secure market.

ECC-Spain, as part of the [ECC-Net network](#), offers free advice and assistance on cross-border consumer issues, particularly in areas such as online shopping, travel, and out-of-court dispute resolution within the European Union. In 2025, the [Centre](#) handled more than 16,000 requests and secured over 700,000 euros in refunds for consumers.

### About Europe Day

Every May 9, Europe Day is celebrated in commemoration of the 1950 [Schuman Declaration](#), considered the origin of the European project. This date symbolizes the values of cooperation, solidarity, and the protection of citizens' rights that inspire the European Union.