The Bulgarian Parliament adopted an Act on the Supply of Digital Content and Digital Services and on the Sale of Goods


With this act two groups of social relations are regulated - on one hand, the rights of consumers with regard to concluded contracts for supply of digital content and digital services, and on the other - the rights of consumers in case sale of goods. The indicated legislative matter is removed with this act from the scope of the Consumer Protection Act, where remains the regulation of delivery of goods, as well as a number of other issues such as unfair commercial practices.

With regard to the contracts for supply of digital content and digital services the new act introduces regulation on the matter of lack of conformity, including due to incompatibility with the operating system of the consumer’s device and due to incomplete installation instructions. Limitations are provided for the subsequent change to the digital content or digital services, if the seller has taken up the obligation to provide the latter for a specified term.

With regard to the sale of goods, in the new act are reiterated the requirements, with some updates, of the Consumer Protection Act with regard to the requirements for conformity of goods with the contract and commercial guarantees. The rules of the Consumer Protection Act on compensation of damages are not reiterated - whereas it should be assumed, that these provisions shall apply also for cases within the scope of the Act on the Supply of Digital Content and Digital Services and on the Sale of Goods. This is an example for some of the problems arising as a result from the separation of the legislation on consumer protection in different legislative acts - whereas this might require additional legislative changes, to clarify
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the arising questions.