

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Automatic Contract Renewal Act is amended  
5 by changing Section 10 as follows:

6 (815 ILCS 601/10)

7 Sec. 10. Automatic renewal; requirements.

8 (a) Any person, firm, partnership, association, or  
9 corporation that sells or offers to sell any products or  
10 services to a consumer pursuant to a contract, where such  
11 contract automatically renews unless the consumer cancels the  
12 contract, shall:

13 (i) disclose the automatic renewal offer terms clearly  
14 and conspicuously in the contract before the subscription  
15 or purchasing agreement is fulfilled and in visual  
16 proximity, or in the case of an offer conveyed by voice, in  
17 temporal proximity, to the request for consent to the  
18 offer;

19 (ii) not charge the consumer's credit or debit card or  
20 other payment mechanism for an automatic renewal service  
21 without first obtaining the consumer's consent to the  
22 contract containing the automatic renewal offer terms;

23 (iii) provide an acknowledgment that includes the

1 automatic renewal offer terms, cancellation policy, and  
2 information regarding how to cancel, which may be  
3 accomplished by linking to a resource that provides  
4 instructions that account for different platforms and  
5 services, in a manner that is capable of being retained by  
6 the consumer; and

7 (iv) if the offer includes a free gift or trial,  
8 disclose how to cancel the contract, which may be  
9 accomplished by linking to a resource that provides  
10 instructions that account for different platforms and  
11 services, and allow the consumer to cancel before the  
12 consumer pays for the good or services.

13 (a-5) Any person, firm, partnership, association, or  
14 corporation that sells or offers to sell any products or  
15 services to a consumer pursuant to a contract that includes a  
16 free trial or a promotional period of the product or service  
17 that lasts 15 days or longer, where such contract  
18 automatically renews unless the consumer cancels the contract,  
19 shall notify the consumer during the free trial or the  
20 promotional period no less than 3 days before the cancellation  
21 deadline as described by the automatic renewal offer terms.  
22 The person, firm, partnership, association, or corporation  
23 shall send the notice in a method in which the consumer is  
24 accustomed to interacting with the person, firm, partnership,  
25 association, or corporation.

26 (b) Any person, firm, partnership, association, or

1 corporation that sells or offers to sell any products or  
2 services to a consumer pursuant to a contract, where such  
3 contract term is a specified term of 12 months or more, and  
4 where such contract automatically renews for a specified term  
5 of more than one month unless the consumer cancels the  
6 contract, shall notify the consumer in writing of the  
7 automatic renewal. Written notice shall be provided to the  
8 consumer no less than 30 days and no more than 60 days before  
9 the cancellation deadline pursuant to the automatic renewal  
10 offer terms. Such written notice shall disclose clearly and  
11 conspicuously, in a retainable form:

12 (i) that unless the consumer cancels the contract it  
13 will automatically renew;

14 (ii) a mechanism for cancelling the contract, which  
15 shall be offered in a manner in which the consumer  
16 commonly interacts with the business; and

17 (iii) the deadline by which the consumer must cancel  
18 in order to avoid being charged for a subsequent term.

19 (b-5) A person, firm, partnership, association, or  
20 corporation that makes an automatic renewal offer or  
21 continuous service offer online shall provide a toll-free  
22 telephone number, electronic mail address, a postal address if  
23 the seller directly bills the consumer, or another  
24 cost-effective, timely, and easy-to-use mechanism for  
25 cancellation that shall be described in the notice required in  
26 subsection (b). A consumer who accepts an automatic renewal or

1 continuous service offer online must be allowed to terminate  
2 the automatic renewal or continuous service exclusively  
3 online, which may include a termination email formatted and  
4 provided by the business that a consumer can send to the  
5 business without additional information, or a link to a  
6 website or other online service consumers can use to cancel.

7 (c) A person, firm, partnership, association, or  
8 corporation will not be liable for a violation of this Act or  
9 the Consumer Fraud and Deceptive Business Practices Act if  
10 such person, firm, partnership, association, or corporation  
11 demonstrates that, as part of its routine business practice:

12 (i) it has established and implemented written  
13 procedures to comply with this Act and enforces compliance  
14 with the procedures;

15 (ii) any failure to comply with this Act is the result  
16 of error; and

17 (iii) where an error has caused a failure to comply  
18 with this Act, it provides a full refund or credit for all  
19 amounts billed to or paid by the consumer from the date of  
20 the renewal until the date of the termination of the  
21 account, or the date of the subsequent notice of renewal,  
22 whichever occurs first.

23 (Source: P.A. 102-517, eff. 1-1-22; 103-70, eff. 1-1-24.)