What do I need to prepare before selling to consumers in the EU via my webshop?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o. · Platformski rad preko vlastitog obrta

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Applicability: Before placing an order and entering into a contract at a distance

Before expanding, verify the VAT and delivery arrangements for each market. Before placing an order, clearly display to the customer the trader's details, the total price, delivery charges and the terms of cancellation and returns.

Specific next steps

1. Test the price and delivery for each market you offer.
2. Check the 14-day cancellation rules, exceptions and national implementation.
3. Check the product's safety and labelling, as well as the content of the online offer.

Limits of application

Consumer regulations cover B2C. When directing sales to another country, check its mandatory consumer protection rules and language requirements.

Sources

EUR-Lex · Consumer Rights Directive

https://eur-lex.europa.eu/eli/dir/2011/83/oj

gov.hr · consumer rights

https://www.gov.hr/hr/prava-potrosaca/566

Your Europe · cross-border VAT

https://europa.eu/youreurope/business/finance-and-tax/vat/cross-border-vat/index_hr.htm

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