How should you proceed when a customer disputes one item but accepts the rest of the invoice?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

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Applicability: For business transactions under a specific contract and the applicable law.

In writing, clarify exactly what is in dispute, what amount, if any, is undisputed, and the documents supporting it. Avoid any ill-considered amendment of the entire document until the true position has been established.

When this is applied

Compare the order, delivery note, invoice and each disputed item. Take into account the contract and the appropriate accounting and legal procedures.

What to do in practice

Agree a deadline and document the response to the disputed item, as well as any subsequent correction with the accountant.

A business example

The company accepts the derivative work but disputes the charged delivery fee. The supplier itemises that charge, checks the contract and keeps a clear record of the agreed fee.

Specific next steps

1. Agree a deadline and document the response to the disputed item, as well as any subsequent correction with the accountant.

Limits of application

For business transactions under a specific contract and the applicable law.

Sources

Your Europe · Delays in B2B payments

https://europa.eu/youreurope/business/finance-and-tax/making-receiving-payments/late-payment/index_hr.htm

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/naplata-kupac-dio-sporan