First business service to a customer from another member state · What if the procedure gets stuck?

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

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Applicability: According to the profile and circumstances of the described case.

If the customer provides a branch address, check which unit is receiving the service.

When a plan meets an obstacle

Before making an offer, ascertain the buyer's legal status, place of business and the actual nature of the service.

Alongside the contract, keep the customer number verification, the address and the delivery confirmation.

Working example · First business service to a customer from another member state

Compare the general taxation provision with any possible special rule for the service.

Specific next steps

1. Before making an offer, ascertain the buyer's legal status, place of business and the actual nature of the service.
2. Alongside the contract, keep the customer number verification, the address and the delivery confirmation.
3. Confirm the invoice and registration details before making regular cross-border sales.

Limits of application

For cross-border transactions, including status checks and special rules.

Sources

Your Europe · Cross-border VAT

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

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-eu-b2b-usluga-problem