Unilateral termination of a covered distance purchase · How to proceed?

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

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Applicability: For covered distance consumer contracts, with exceptions.

The gov.hr portal states the consumer's right to unilaterally withdraw from a covered distance purchase within 14 days without giving a reason. Before applying, check the start of the period and any applicable exceptions.

A starting point in practice

With the request, please retain the date of conclusion or receipt, the type of contract and the notice to the customer.

Check whether the deadline applies to the delivery of goods, a service or another type of contract.

Working example · One-sided termination in the case of a covered distance purchase

The customer notifies that they wish to return the jacket ordered online. The retailer establishes the collection date and checks which notice the customer received before deciding on the applicable return period.

Specific next steps

1. With the request, please retain the date of conclusion or receipt, the type of contract and the notice to the customer.
2. Check whether the deadline applies to the delivery of goods, a service or another type of contract.
3. Keep an accessible way to exercise your rights online and check for changes to the regulations.

Limits of application

For covered distance consumer contracts, with exceptions.

Sources

gov.hr · Consumer rights when shopping at a distance

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

Official Gazette · Amendments to the Consumer Protection Act, OG 59/2026

https://narodne-novine.nn.hr/clanci/sluzbeni/2026_06_59_728.html

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https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-izvor-kupac-odustanak-obavijest-odluka