Unilateral termination of a covered distance purchase · How to integrate the procedure into routine operations?

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

Practical business guidance · Reviewed: 2026-11-22

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

Keep an accessible way to exercise your rights online and check for changes to the regulations.

Regular application

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. When an exception is unclear, do not reject the request before checking the circumstances.

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-primjena