Unilateral termination of a covered distance purchase · What if the procedure gets stuck?

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.

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

When a plan meets an obstacle

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.

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

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. 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.

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

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

Original page

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