First shipment to a customer outside the EU · What if the process 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 refuses the delivery because of a promise, check what was promised before charging.

When a plan meets an obstacle

Clarify in advance who submits the customs data and who pays the duties.

Keep the commercial invoice, proof of delivery and exit document where applicable.

Working example · First shipment to a customer outside the EU

Compare the customer's address, the destination country and the delivery responsibilities agreed.

Specific next steps

1. Clarify in advance who submits the customs data and who pays the duties.
2. Keep the commercial invoice, proof of delivery and exit document where applicable.
3. Enter the customer's obligations in the quotation and order confirmation.

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-third-market-transport-problem