Clarity on purchase immediately before placing an order · How to approach it?

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.

Proceed with the purchase as a guest and note when the total cost and delivery are visible.

A starting point in practice

Save the version of the billing step that was active for a particular order.

Test the display with a coupon, without a coupon, on a mobile phone and with an incorrect entry.

Working example · Purchase clarity immediately before ordering

Test the display with a coupon, without a coupon, on a mobile phone and with an incorrect entry.

Specific next steps

1. Save the version of the billing step that was active for a particular order.
2. Test the display with a coupon, without a coupon, on a mobile phone and with an incorrect entry.
3. Send the buyer an order summary that matches the purchase display.

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-webshop-checkout-jasnoca-odluka