Clarity on purchasing immediately before placing an order · 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 a cost only appears after confirmation, amend the itinerary and check the mandatory pre-contractual information.

When a plan meets an obstacle

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

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

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. Proceed with the purchase as a guest and note when the total cost and delivery are visible.
2. Save the version of the billing step that was active for a particular order.
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-problem