Purchase with failed payment confirmation · What to note?

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.

Record the payment provider identifier, the purchase item and the status time.

Record and working document

Test the failed authorisation, double-click and subsequent confirmation.

If the customer has been charged without confirmation, reconcile the status with the provider before recharging.

Working example · Purchase with failed payment confirmation

Test the failed authorisation, double-click and subsequent confirmation.

Specific next steps

1. Test the failed authorisation, double-click and subsequent confirmation.
2. If the customer has been charged without confirmation, reconcile the status with the provider before recharging.
3. Provide support with instructions on how to manually verify the transaction.

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-placanje-neuspjelo-dokazi