Purchase with failed payment confirmation · How to proceed?

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.

Define separate states for an order received and a payment confirmed.

A starting point in practice

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

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

Working example · Purchase with failed payment confirmation

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

Specific next steps

1. Record the payment provider identifier, the purchase item and the status time.
2. Test the failed authorisation, double-click and subsequent confirmation.
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

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-webshop-placanje-neuspjelo-odluka