Purchase with failed payment confirmation · How to integrate the process into routine operations?

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.

Provide support with instructions on how to manually verify the transaction.

Regular application

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

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-primjena