Purchase with a failed payment confirmation · What to do when 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 the customer has been charged without confirmation, reconcile the status with the provider before recharging.

When a plan meets an obstacle

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

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

Working example · Purchase with failed payment confirmation

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

Specific next steps

1. Define separate states for an order received and a payment confirmed.
2. Record the payment provider identifier, the purchase item and the status time.
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-problem