Processing a customer's request for a parcel return · What to note?

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.

In case of loss, keep the proof of receipt, communications and the return status.

Record and working document

Check whether it's a cancellation, a product shortage or an exchange under the store's policy.

When a product type has a possible exception, establish the precise basis before rejecting the request.

Working example · Processing a customer request for a parcel return

Check whether it's a cancellation, a product shortage or an exchange under the store's policy.

Specific next steps

1. Check whether it's a cancellation, a product shortage or an exchange under the store's policy.
2. When a product type has a possible exception, establish the precise basis before rejecting the request.
3. Compare the support process with the published conditions and correct any inconsistencies.

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-povrat-paket-dokazi