Processing a customer's request for a package return · How to integrate the procedure 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.

Compare the support process with the published conditions and correct any inconsistencies.

Regular application

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

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

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. In case of loss, keep the proof of receipt, communications and the return status.
2. Check whether it's a cancellation, a product shortage or an exchange under the store's policy.
3. When a product type has a possible exception, establish the precise basis before rejecting the request.

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-primjena