Processing a customer's request for a package return · How to check it in practice?

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.

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

Checking by example

In the form, you ask for the order number, the relevant dates and a description of the request.

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

Working example · Processing a customer request for a parcel return

For each case, retain the acknowledgement of receipt, the correspondence and the return status. If the product type has a possible exception, establish the precise basis before rejecting the request.

Specific next steps

1. In the form, you ask for the order number, the relevant dates and a description of the request.
2. In case of loss, keep the proof of receipt, communications and the return status.
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-provjera