Product safety documentation for online offering · What to record?

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.

Keep the data organised by model or series, together with the order document and the instruction manual version.

Record and working document

Compare the information on the actual product with the photographs, description and warnings on the website.

If the supplier cannot provide the necessary information, postpone publication and check your role.

Working example · Product safety documentation for online offering

Compare the information on the actual product with the photographs, description and warnings on the website.

Specific next steps

1. Compare the information on the actual product with the photographs, description and warnings on the website.
2. If the supplier cannot provide the necessary information, postpone publication and check your role.
3. Determine who removes the offer and contacts customers in the event of a security issue.

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-proizvod-dokazi-dokazi