Product safety documentation for online offering · How to access?

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.

Gather product identification, supplier information and warnings before publishing the item.

A starting point in practice

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

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

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. Keep the data organised by model or series, together with the order document and the instruction manual version.
2. Compare the information on the actual product with the photographs, description and warnings on the website.
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-odluka