Product safety documentation for online offering · 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.

Determine who removes the offer and contacts customers in the event of a security issue.

Regular application

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

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-primjena