Product safety documentation for online offering · What if the process gets stuck?

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.

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

When a plan meets an obstacle

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

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

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. Gather product identification, supplier information and warnings before publishing the item.
2. Keep the data organised by model or series, together with the order document and the instruction manual version.
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-problem