Customer has received a damaged shipment · What should be noted?

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 proof of delivery, a description of the damage and all communications with the customer and the carrier.

Record and working document

Separate the customer's rights from your regress claim against the carrier.

If you do not have photographs of the packaging, check the other documents before disputing the claim.

Working example · Customer has received a damaged shipment

Separate the customer's rights from your regress claim against the carrier.

Specific next steps

1. Separate the customer's rights from your regress claim against the carrier.
2. If you do not have photographs of the packaging, check the other documents before disputing the claim.
3. Packaging instructions and a review of complaints can reduce the recurrence of the same damage.

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-reklamacija-dostava-dokazi