The customer has received a damaged shipment · How to bring the procedure back into the regular workflow?

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.

Packaging instructions and a review of complaints can reduce the recurrence of the same damage.

Regular application

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

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

Working example · Customer has received a damaged shipment

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

Specific next steps

1. Keep the proof of delivery, a description of the damage and all communications with the customer and the carrier.
2. Separate the customer's rights from your regress claim against the carrier.
3. If you do not have photographs of the packaging, check the other documents before disputing the claim.

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-primjena