The customer has received a damaged shipment · What if the process gets stuck?

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.

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

When a plan meets an obstacle

Open the case under the order number and offer a clear way to provide the necessary evidence.

Keep the proof of delivery, a description of the damage and all communications with the customer and 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. Open the case under the order number and offer a clear way to provide the necessary evidence.
2. Keep the proof of delivery, a description of the damage and all communications with the customer and the carrier.
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-problem