The customer has received a damaged shipment · How can this be checked with an example?

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.

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

Checking by example

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

Keep the delivery confirmation, the damage description and all communications with the customer and the carrier. If you don't have photographs of the packaging, check other documents before disputing the claim.

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. 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-provjera