Does a webshop customer have the right to cancel within 14 days?

For: Trading company · limited liability company · limited company

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Applicability: Distance contracts within the scope of the law

The consumer generally has the right to cancel within 14 days. There are exceptions and special rules governing the start of the period.

Before making a decision, check the relationship and the product.

First, determine whether the consumer is making a distance purchase and what the subject of the contract is. Only then should you check the start of the period, any applicable exceptions and your notices. The general statement "return within 14 days" does not cover all cases.

Organise the procedure so that the customer can understand it: where to send the declaration, how to receive a response and which information is verified. The user instructions should correspond to the rules that apply to the actual product or service.

How to prepare this in your business

Check that the public information matches the actual returns procedure: the contact details, address, handling of the received request and record-keeping. The sales channel and customer support should provide consistent information so that the customer does not receive mutually contradictory instructions.

For an unusual product or a combination of goods and services, record a specific case for expert review before publishing the terms. Another store's template may not describe your offering, delivery method or type of customer.

Example of two different purchases

A standard catalogue product and a product made to order are not necessarily the same scenario. Do not automatically apply a single returns policy template to your entire online shop.

Specific next steps

1. Determine whether the customer is a consumer.
2. Check the goods or service and the exceptions.
3. Edit the notices and the cancellation procedure.

Most common mistakes

• Apply the consumer rule to all B2B purchases.

• To mix a contract termination with a complaint about a defective product.

Limits of application

It is not a universal right for all business customers or for all types of goods.

Sources

gov.hr · Consumer rights when shopping at a distance

https://www.gov.hr/hr/prava-potrosaca/566

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/webshop-odustanak