



User Guide

Compatibility: Prestashop v1.7.x – v9.x.x

For Module Version: 1.0.0



Intended Audience

The content of this document is designed to facilitate the users - managers, supervisors and others of **EU Withdrawal Pro Module**. A step-by-step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always, backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the support section share the order id to expedite the installation process.

Once you have installed, please see the User Guide to help you understand on how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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Getting Started!

Overview

Bring your store into full EU Directive 2023/2673 compliance. Automate returns, cancellations, complaints, and legal contract withdrawals with a secure 4-in-1 guest and registered customer account portal.

Compatible with: PrestaShop 1.7 to 9.x



Installation Instructions

1. Go to Modules → Modules Manager → Click Upload a Module → Browse for Downloaded Module ZIP file and click Upload this module.
2. Click Proceed with Installation.
3. Make sure Cache is disabled in Advance Parameters → Performance.
4. Go to Modules → Modules Manager → EU Withdrawal Module



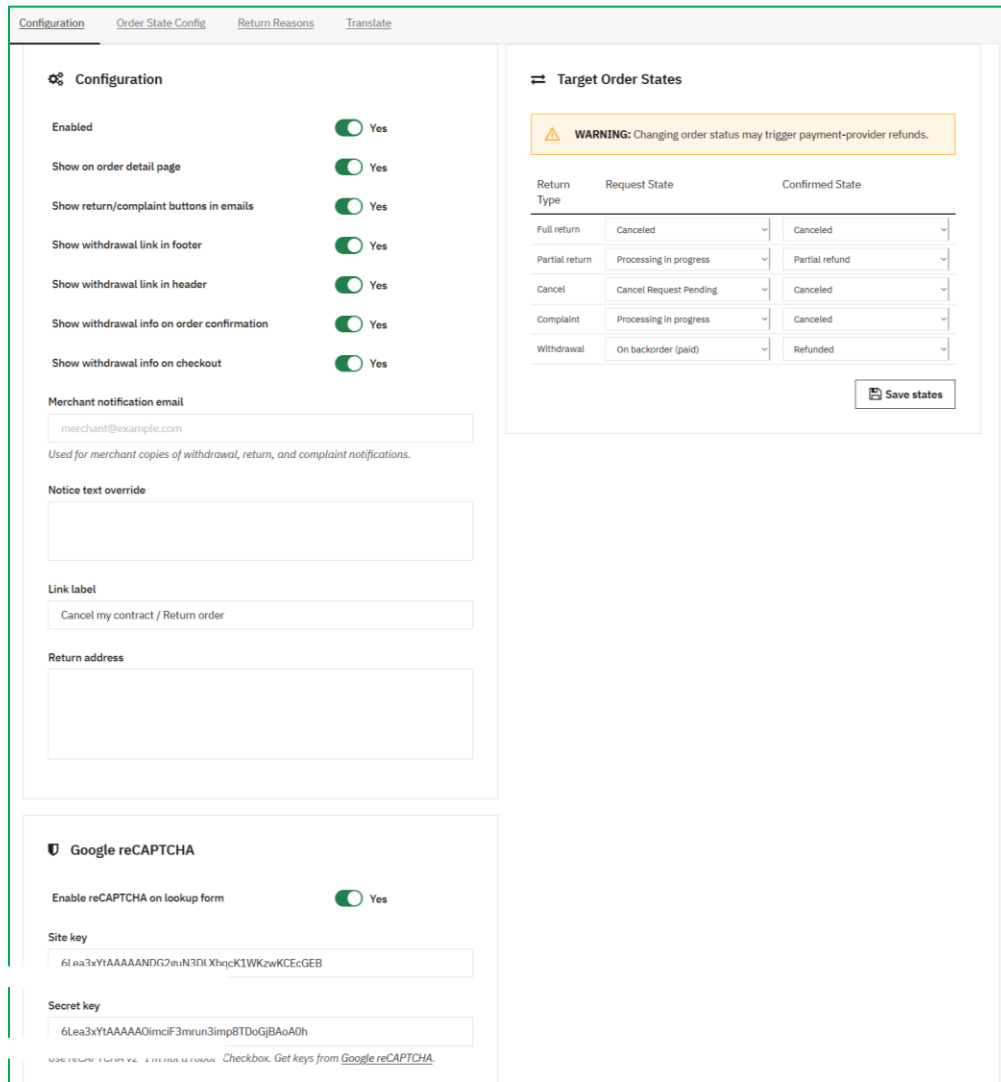
User Guide

Module Configuration:

After installing the module go to Modules > Module Manager > EU Withdrawal Pro. Here you will see all the configuration for your module.

General Configuration Settings

The left-hand panel handles module activation, global visibility settings, and custom display copy.



Storefront & Email Visibility Toggles

- **Enabled:** Turn this toggle to **Yes** to activate the module across your store.
- **Show on order detail page:** Displays the refund, cancellation, and complaint buttons directly inside the customer account order history view.
- **Show return/complaint buttons in emails:** Automatically appends relevant dispute action links to transactional customer emails.



- **Show withdrawal link in footer / header:** Places mandatory legal withdrawal links seamlessly in your store's global navigation blocks.
- **Show withdrawal info on order confirmation / checkout:** Injects compliant informational banners during the final stages of the purchasing funnel.


Content & Localization Fields

- **Merchant notification email:** Specify the email address where internal admin alerts should be sent whenever a customer files a new return, complaint, or withdrawal request.
- **Notice text override:** Use this text area to append custom legal instructions or terms directly onto your storefront dispute widgets.
- **Link label:** Customize the frontend button text seen by customers (e.g., "*Cancel my contract / Return order*").
- **Return address:** Input the official physical address where returned merchandise must be shipped by the consumer.

Google reCAPTCHA Setup

Located at the bottom left of the panel, this section secures your frontend guest lookup forms against automated spam entries and bot requests.

- **Enable reCAPTCHA on lookup form:** Toggle to **Yes** to safeguard guest queries.
- **Site key:** Paste your public site key obtained from your Google reCAPTCHA admin console.
- **Secret key:** Paste your private secret key to authorize background credential validations.


 **Note:** This module supports **Google reCAPTCHA v2 ("I'm not a robot" Checkbox)** keys. Make sure your registered API keys match this specific version.

Target Order States (Automation Matrix)

The right-hand section allows you to synchronize PrestaShop's core order engine with customer actions. You can map automated stage transitions for five distinct dispute behaviors: **Full Return, Partial Return, Cancel, Complaint, and Withdrawal**.

For each claim type, define two operational milestones:

- **Request State:** The temporary status an order drops into the exact moment a customer submits a claim form from the frontend (e.g., setting a *Cancel* request to drop into "*Payment Error*" or "*Processing*").
- **Confirmed State:** The final milestone status automatically triggered once the shop administrator formally reviews and approves the request inside the backend (e.g., changing status to "*Refunded*" or "*Canceled*").

 **Important Warning:** Be mindful when mapping confirmed states to terms like "*Refunded*". Depending on your store's configuration, changing order statuses to final refund stages may automatically trigger real-time monetary reversals via your integrated payment gateways (e.g., PayPal, Stripe).



Saving Your Progress

- To save your status-mapping matrix, click the **Save states** button inside the right-hand panel block.
- To finalize all visibility toggles, text modifications, and reCAPTCHA adjustments, click the main global **Save** button located at the bottom right corner of the page.

Granular Order State Configuration

The **Order State Config** tab features an administrative matrix that controls exactly when a customer is legally or operationally allowed to file a claim based on the real-time status of their purchase.

SHOP: developerDemos

Configuration **Order State Config** Return Reasons Translate

Order State Configuration:

Configure which order states allow returns, complaints, cancellations, and withdrawals.

Order State	Allow Return	Allow Complaint	Allow Cancel	Allow Withdrawal	Return Window (days)	Complaint Window (days)
Authorized. To be captured by merchant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Awaiting bank wire payment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Awaiting Cash On Delivery validation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Awaiting check payment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Cancel Request Pending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Cancelled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0
Delivered	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
On backorder (not paid)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
On backorder (paid)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Partial payment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Partial refund	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Payment accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Payment error	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0
Processing in progress	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Refunded	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Remote payment accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Shipped	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Waiting for confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365
Waiting for payment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	14	365

Save Configuration

Key Configurations per Order Status:

- **Granular Action Toggles:** For every unique order status in your PrestaShop ecosystem (e.g., *Shipped*, *Delivered*, *Awaiting Payment*), use the checkboxes to independently allow or disallow **Returns, Complaints, Cancellations, or Withdrawals**.
- **Return Window (days):** Define the exact number of days after an order enters this specific state during which a user can initiate a return or withdrawal request (e.g., setting 14 days for a *Delivered* order).
- **Complaint Window (days):** Set long-term operational boundaries for product warranty claims or formal complaints (e.g., setting 365 days for a *Delivered* status).



- **Protecting Your Workflow:** To prevent fraudulent or erroneous claims, ensure that dead states like *Canceled* or *Refunded* have all boxes unchecked and windows set to 0.

Dynamic Return Reasons Management

The **Return Reasons** tab helps you build an intuitive, standardized selection menu for customer-facing claim popups, ensuring you get clear data for every transaction issue.

ID	Reason	Types	Active	Position	Actions
1	Wrong size / doesn't fit	return,withdrawal	<input checked="" type="checkbox"/> Yes	0	Delete
2	Product defective	return,complaint	<input checked="" type="checkbox"/> Yes	1	Delete
3	Product not as described	return,withdrawal,complaint	<input checked="" type="checkbox"/> Yes	2	Delete
4	Changed my mind	return,withdrawal,cancellation	<input checked="" type="checkbox"/> Yes	3	Delete
5	Ordered by mistake	return,cancellation	<input checked="" type="checkbox"/> Yes	4	Delete
6	Received wrong item	return,complaint	<input checked="" type="checkbox"/> Yes	5	Delete
7	Delivery took too long	complaint	<input checked="" type="checkbox"/> Yes	6	Delete
8	Never received order	cancellation,complaint	<input checked="" type="checkbox"/> Yes	7	Delete
9	Better price available	withdrawal,cancellation	<input checked="" type="checkbox"/> Yes	8	Delete

Adding a New Reason

1. Locate the **Add new reason** row at the top of the interface.
2. In the **Reason text** box, type the phrase your customer will read (e.g., *Product defective*, *Changed my mind*).
3. Use the checkboxes (**Return**, **Withdrawal**, **Cancellation**, **Complaint**) to map that specific reason to one or multiple dispute categories simultaneously.
4. Set a **Position** number to define its display order.
5. Click **Add** to push it live.

Managing the Reasons Catalog

- **Multi-Type Mapping:** A single reason can be cross-mapped across multiple actions. For instance, *Changed my mind* can be toggled for Returns, Withdrawals, and Cancellations all at once.
- **Active Toggle:** Easily turn specific reasons on or off via the **Active (Yes/No)** switch without deleting the entry or losing historical analytics.
- **Display Ordering:** Lower position numbers (e.g., 0, 1) will float to the top of your frontend dropdown fields, allowing you to prioritize the most common selections.
- **Actions:** Click the **Delete** button on the far right to permanently remove a reason from your system.



Managing Customer Claims (Returns & Complaints Dashboard)

All client-facing requests flow directly into a centralized administration ledger. To access this dashboard, navigate to the left-hand PrestaShop menu and go to **Orders > Returns & Complaints**.

Return Details

Return ID
1

Order Reference
[MZERLHWGD](#)

Customer
John DOE (demo@demo.com)

Type
complaint

Reason
This is test ComplaintThis is test ComplaintThis is test Complaint

Request Status
pending

Target Status (after confirm)
-

Date Created
2026-06-09 07:57:08

Date Updated
2026-06-09 07:57:08

Actions

Refund with delivery

Update Status

Status
pending

Admin Comment

Returned Products

Product	Reference	Quantity	Unit Price	Total
Hummingbird printed sweater (Size: S)	demo_3	1	30.44 \$	30.44 \$

Dashboard Overview

The dashboard organizes all submitted tickets into a clean data grid, allowing you to filter, search, and monitor incoming claims at a glance:

- **ID & Order #:** Displays the unique system-generated dispute ID alongside the alphanumeric PrestaShop order reference.
- **Customer:** Identifies the name of the registered customer or guest shopper who filed the request.
- **Type:** Categorizes the dispute using color-coded badges (**Complaint**, **Cancellation**, **Return**, or **Withdrawal**) for rapid sorting.
- **Reason & Customer Note:** Shows the pre-defined dropdown reason selected by the user, accompanied by their raw, custom written text notes.
- **Status:** Reflects the current state of the claim portal ticket (e.g., *pending*).
- **Created:** Provides the precise date and timestamp showing when the user submitted the form.
- **View Button:** Located on the far right of each row, clicking **View** opens the granular management workspace for that specific claim.



Processing Individual Claim Details

Clicking **View** on any dashboard entry opens the full processing panel. This workspace is split into distinct functional blocks to help you audit, communicate, and execute resolutions.

1. Return Details

The left-hand block houses the primary case file of the dispute:

- Review the core metadata including the customer's email address, selected reasons, and exact timestamps.
- Monitor the **Target Status (after confirm)** line to see which native PrestaShop order status will be automatically triggered if you approve the request, based on your preset *Target Order States* matrix.

2. Actions Management Panel

The top-right card provides immediate resolution controls:

- **Show Order Button:** Instantly redirects you to the core PrestaShop order fulfillment screen in a separate window to audit payment histories or delivery tracking.
- **Refund with delivery:** Tick this checkbox if you wish to include the original shipping/delivery fees in the finalized refund calculation.
- **Confirm / Reject / Review Buttons:** * Click **Confirm** to officially validate the dispute and trigger your automated workflow states.
 - Click **Reject** to decline the request.
 - Click **Review** to mark the item as under manual investigation.

3. Manual Status Updates & Admin Comments

Located directly beneath the actions block, this section gives you manual override capabilities:

- **Status Dropdown:** Manually change the internal portal ticket status at any point during your internal investigation.
- **Admin Comment Box:** Log internal text notes, add evaluation findings, or record inspection details regarding returned physical items.
- Click **Update Status** to commit your comments and status alterations to the database.

4. Returned Products Matrix

The bottom data table displays the exact line items the customer is disputing:

- Review the precise product name, color/size attributes, and product reference code.
- Verify the specific quantity being disputed alongside the corresponding item unit price and overall line-item totals to ensure financial accuracy before issuing a confirmation.



Disclaimer

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

Support

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

Customization

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.