



EU Withdrawal Button, Return, Exchange and Cancellation

Manage EU withdrawal, return, exchange, complaint and order cancellation requests. Support guest OTP verification, partial returns, status tracking, email notifications and automatic RMA creation.

A product of PrestaHero

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1. Overview

What the module does

EU Withdrawal provides a central system for managing customer requests related to purchased orders.

Instead of asking customers to contact the store manually by email, the module allows them to submit structured requests directly from their PrestaShop account or through a secure guest verification page.

The module can be used to manage:

- Withdrawal and product return requests.
- Product exchange requests.
- Order cancellation requests.
- Product or order complaints.

Customers can select a request type, provide a reason, enter additional information, select relevant products and upload a supporting file when permitted.

Store administrators can review all requests from the Back Office, update their status, add internal notes, contact customers and track the complete processing history.

The module can also:

- Send automatic email notifications.
- Update the related PrestaShop order status.
- Create a PrestaShop merchandise return for an accepted withdrawal.
- Allow guest customers to verify an order using a one-time password.
- Apply different eligibility rules based on request type, order status and time period.

The module helps organize after-sales requests, but your team remains responsible for operational actions such as refunds, replacement shipments and warehouse processing.

Supported request types

The module supports four customer request types. Each type can be enabled or disabled separately.

Withdrawal / Return

A withdrawal or return request allows a customer to notify the store that they want to withdraw from the purchase or return eligible products.

Withdrawal availability is controlled by the configured withdrawal period, start-date rule and product exclusions.

When partial returns are disabled, the module applies the request to the full set of eligible products according to its configured logic.

Exchange

An exchange request allows a customer to ask for an ordered product to be replaced.

The module records and manages the exchange request. It does not automatically create or ship the replacement product.

Cancellation

A cancellation request allows a customer to ask the merchant to cancel an order.

A cancellation request does not automatically cancel the payment or issue a refund. The merchant must review and process the request.

Complaint

A complaint allows a customer to report a problem with an order or product.

The customer can provide a description and upload a supporting file, such as a photo or document, if attachments are enabled.

Important limitations

Before using the module, merchants should understand the following limitations.

Refunds are not automatic

The module **does not** automatically issue refunds through payment providers.

Accepting a withdrawal, cancellation or complaint records the decision and may update the order status, but the merchant must process any refund separately.

Product exchanges are not fulfilled automatically

The module manages the customer's exchange request, but it **does not**:

- Create a replacement order automatically.
- Select a replacement product automatically.
- Adjust stock automatically for the replacement.
- Arrange replacement shipping.

The merchant must complete the exchange using the store's normal operational process.

RMA creation is limited to accepted withdrawals

Automatic PrestaShop merchandise return creation applies to accepted Withdrawal / Return requests when:

- PrestaShop Merchandise Returns are enabled.
- RMA integration is enabled in the module.
- The request contains eligible products.
- A duplicate RMA is not blocked by the configured rules.

Other request types do not automatically create a PrestaShop merchandise return.

One attachment per request

The customer can upload one attachment with a request.

When several files are required, the customer should combine them into a ZIP archive, provided ZIP files are included in the allowed file types.

Request statuses are predefined

The module uses the following request statuses:

- Pending.
- Wait for customer.
- Accepted.
- Rejected.

The module does not provide an unlimited custom request-status builder.

Customer communication is notification-based

The module sends status emails and stores request notes and history. It is not a live chat or complete two-way support ticket system.

When additional discussion is required, the merchant may need to communicate through email or another customer support channel.

Legal compliance is not guaranteed automatically

The module provides tools that can help merchants implement an EU-style withdrawal and return workflow.

However:

- Store policies may differ.
- Product exclusions may be subject to legal conditions.
- Withdrawal periods and required customer information may vary.
- Laws can depend on the merchant's country, customer location and product type.

The module does not replace professional legal advice. Merchants are responsible for reviewing their return policy, legal declarations and operational process.

Compatibility can depend on the store environment

The module operates within PrestaShop, but behavior may be affected by:

- Theme overrides.
- Custom checkout systems.
- Third-party order management modules.
- Email server configuration.
- Custom order statuses.
- Caching or optimization modules.
- PrestaShop version differences.

Always test the complete workflow on a staging environment before enabling it on a live store.

2. Installation and requirements

This chapter explains the requirements for using the module, how to install it and what to verify before starting the configuration.

Requirements

Before installing the module, make sure that your store meets the following requirements.

Supported PrestaShop version

Use a PrestaShop version supported by the module version you purchased.

Refer to the module product page or release notes for the latest compatibility information.

Working email configuration

The store must be able to send emails.

You can use either:

- The native PrestaShop mail configuration.
- An SMTP server configured in PrestaShop.

Before enabling guest requests, confirm that your store can successfully send transactional emails.

Guest request requirements

To allow guest customers to submit requests:

- Guest access must be enabled in the module.
- The guest OTP email template must be active.
- The store must be able to send emails.
- The guest must provide the email address associated with the order.
- The guest must know the order reference or required order identifier.

If OTP emails cannot be delivered, guest customers will not be able to complete verification.

Attachment requirements

The server must allow PrestaShop to write files to the module attachment directory.

Check that:

- The directory is writable.
- The configured maximum attachment size does not exceed the server upload limit.
- The required file extensions are allowed in the module settings.
- PHP upload settings support the desired file size.

Server limits such as **upload_max_filesize** and **post_max_size** may prevent uploads even when the module allows a larger file.

RMA requirements

To create a PrestaShop merchandise return automatically after accepting a withdrawal request:

- PrestaShop Merchandise Returns must be enabled.
- RMA integration must be enabled in the module.
- The request must be a Withdrawal / Return request.
- The request must contain eligible products and quantities.

You can check the native merchandise return setting in the PrestaShop order configuration.

RMA creation is optional. The module can still manage customer requests when native merchandise returns are disabled.

Install the module

To install the module:

1. Sign in to the PrestaShop Back Office.
2. Go to **Modules > Module Manager**.
3. Select **Upload a module**.
4. Upload the module ZIP package.
5. Wait for PrestaShop to complete the installation.
6. Confirm that the success message appears.
7. Select **Configure** to open the module.

Do not extract or modify the ZIP package before uploading unless instructed by the module provider.

If the installation fails, do not continue configuring the module until the installation error has been resolved.

3. Quick start

This chapter explains the minimum configuration required to make the customer request system available on the Front Office.

Complete the steps in order. Detailed explanations for each setting are provided in later chapters.

Enable the module and request types

Open General Settings

In the module menu, go to: **General Settings > General**

Enable the module

Set **Enable module** to **Yes**.

This is the main switch for the customer request system.

Enable the required request types

Enable the processes that your customer service team can support:

- **Withdrawal / Return**
- **Exchange**
- **Cancellation**
- **Complaint**

You do not need to enable all four types.

For example:

- A store selling physical goods may enable all four types.
- A digital product store may disable Withdrawal / Return and Exchange.
- A store that does not allow customer-requested cancellations may disable Cancellation.
- A store using another complaint system may disable Complaint.

Disabled request types never appear to customers.

Decide whether to allow guest requests

Enable guest requests when customers who purchased without creating an account should be allowed to submit requests.

Guest access requires:

- A working store email configuration.
- An active OTP email template.
- The correct order email and order reference.

For the first setup, you may leave guest requests disabled and test the logged-in customer flow first.

EU Withdrawal > General Settings

Help

General Settings

DashboardRequest ManagementStatus ManagementOrder Status ManagementReason ManagementEmailGeneral Settings

General Settings

SettingsGeneralWithdrawal settingsRMA integration

Enable customer request system

Yes

Enable or disable the customer request system on the front office.

Allow guest to submit request

Yes

Allow guests to submit requests using order reference and OTP verification.

FILE UPLOAD SETTINGS

Allowed file types

All

☒ JPG☒ PNG☐ WEBP☐ DOC☐ XLS☒ ZIP☐ TXT

☒ JPEG☐ GIF☒ PDF☐ DOCX☐ XLSX☐ RAR

Max file size (MB)

5

Maximum upload size per attachment.

ALLOWED REQUEST TYPES

Complaint

Yes

Exchange

Yes

Cancellation

Yes

Withdrawal / Return

Yes

EXCLUDE CONDITIONS

Virtual products excluded

Yes

Hide virtual products from withdrawal and return requests.

Specific categories excluded

No

Enable category-based product exclusion.

Specific products excluded

No

Enable product-based exclusion.

Prevent duplicate request

No

Allow only one active request per order.

Order status restrictions

On backorder (paid)

Payment error

Cannot create a request if the order is in one of these statuses.

Configure basic eligibility

Enabling a request type does not automatically make it available for every order. The module also checks whether the order is eligible.

Configure global restrictions

In **General Settings**, review:

- Restricted order statuses.
- Duplicate request prevention.
- Virtual product exclusion.
- Excluded categories.
- Excluded products.

Configure Complaint, Exchange and Cancellation

Go to: **Order Status Management**

For each PrestaShop order status used by your store, decide whether customers can submit:

- A Complaint.
- An Exchange request.
- A Cancellation request.

You may also configure the number of days during which each request type remains available.

Example initial configuration:

PrestaShop order status	Complaint	Exchange	Cancellation
Payment accepted	No	No	Yes
Processing in progress	Yes	No	Yes
Shipped	Yes	Yes	No
Delivered	Yes	Yes	No
Canceled	No	No	No
Refunded	No	No	No

This is only an example. Configure the rules according to your store policy.

When a days value is supported:

- Use a positive number to limit availability.
- Use **0** when the request type should not expire for that status, according to the module behavior.

Configure Withdrawal / Return separately

Withdrawal / Return does not use the same eligibility matrix as Complaint, Exchange and Cancellation.

Its availability is controlled mainly by:

- The withdrawal period.
- The withdrawal start-date rule.
- The expired-request behavior.
- Product exclusions.
- Partial-return settings.

Configure these settings in the **Withdrawal** section before testing a return request.

Add request reasons

Customers need at least one suitable reason for each enabled request type.

Go to: **Reason Management**

Create a reason

To add a reason:

1. Select **Add new reason**.
2. Enter the reason text.
3. Complete translations for the required store languages.
4. Assign the reason to one or more request types.
5. Set the reason to active.
6. Save the reason.

Recommended initial reasons

You can begin with a small list, assign each reason only to the request types where it is relevant.

For example:

Reason	Withdrawal	Exchange	Cancellation	Complaint
Changed my mind	Yes	No	Yes	No
Wrong item received	Yes	Yes	No	Yes
Product damaged	Yes	Yes	No	Yes
Ordered by mistake	Yes	No	Yes	No
Other	Yes	Yes	Yes	Yes

Verify reason availability

Make sure that:

- At least one active reason exists for each enabled request type.
- Reasons are translated into all active Front Office languages.
- Common reasons appear before less frequently used reasons.
- An **Other** reason is available when customers may need to describe an uncommon issue.

If no active reason is assigned to a request type, the customer form may be incomplete or unusable.

Configure email recipients

The module can notify store administrators when a customer submits a new request.

Go to the module's email configuration section.

Add administrator email addresses

Enter the email addresses that should receive new-request notifications. Use addresses monitored by the customer service team, for example:

support@example.com
returns@example.com

When multiple recipients are supported, enter them using the format indicated below the field.

Use active inboxes that your team checks regularly.

Review required email templates

Confirm that the templates required by your enabled workflows are active:

- New request — administrator notification.
- New request — customer confirmation.
- Wait for customer.
- Request accepted.
- Request rejected.
- Guest OTP, when guest requests are enabled.

Guest OTP template

When guest requests are enabled, keep the guest OTP template active.

If the OTP template is inactive or the email cannot be delivered, guest customers cannot verify their orders.

Do not customize everything immediately

For the first test, it is recommended to keep the default email content.

After confirming that the complete workflow works, you can customize:

- Email subjects.
- HTML content.
- Plain-text content.
- Customer instructions.
- Return address information.
- Available shortcodes.

Configure withdrawal details

Complete this section when Withdrawal / Return is enabled.

Go to: **General Settings > Withdrawal settings**

Set the withdrawal period

Enter the number of days during which customers can submit a withdrawal request.

For an EU-style workflow, a common baseline is 14 days. However, you must configure the value in accordance with your store policy and applicable legal requirements.

Select the start-date basis

Choose when the withdrawal period begins.

Available options may include:

- Delivery date.
- Shipping date.
- The date when the order entered a selected status.

For most physical-product stores, delivery is the clearest basis because it is closer to the date on which the customer receives the goods.

Make sure your PrestaShop order workflow records the selected event correctly.

Configure expired-request behavior

Choose what customers see after the withdrawal period ends.

Available behavior includes:

- **Hide:** The Withdrawal / Return option is no longer displayed.
- **Disable:** The option remains visible but cannot be submitted.

When using the disabled behavior, add a clear multilingual message explaining that the withdrawal period has expired.

Configure partial returns

Enable partial returns when customers should be allowed to:

- Select individual products.
- Select a return quantity lower than the purchased quantity.
- Keep other products from the same order.

Disable partial returns when a withdrawal must cover the full eligible product set according to your store process.

Add the legal declaration

Enter the declaration that customers must accept before submitting a withdrawal request.

Keep the text:

- Clear.
- Easy to understand.
- Available in all store languages.
- Consistent with your published return policy.

Legal content should be reviewed according to your business and applicable regulations.

Add the return address

Enter the address where accepted returns should be sent.

Include enough information for the customer and shipping provider:

- Company or recipient name.
- Street address.
- Postal code.
- City.
- State or region when required.
- Country.
- Relevant warehouse or department.
- Optional return instructions.

Do not use an incomplete address on a live store.

Add an instruction link when available

When your store has a return policy or detailed instructions page, enter its HTTP or HTTPS URL in the corresponding field.

Use a page that is accessible to customers without Back Office permissions.

4. General Settings

Open **EU Withdrawal > General Settings > General** to configure the main behavior of the module.

These settings control which request types are available, who can submit them and which products or orders are eligible.

Enable the module

Use **Enable module** as the main switch for all Front Office features.

- **Yes:** Customers can access request links and forms according to the remaining settings.
- **No:** Front Office request features are hidden, but existing requests remain available in the Back Office.

Keep the module disabled while preparing the configuration if you do not want customers to access incomplete forms.

Allow guest requests

Enable this option to let customers who placed an order without signing in submit a request.

Guest customers must verify the order using:

- The order reference.
- The email address used for the order.
- A one-time password sent by email.

Guest access requires:

- A working PrestaShop email configuration.
- An active guest OTP email template.
- Correct order and customer information.

When guest requests are disabled, customers must sign in to access the request system.

Recommendation: Test the registered customer flow first, then enable guest access after confirming that OTP emails are delivered correctly.

EU Withdrawal
>
General Settings

Help

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

General Settings

Settings
General
Withdrawal settings
RMA integration

Enable customer request system
☒ Yes

Enable or disable the customer request system on the front office.

Allow guest to submit request
☒ Yes

Allow guests to submit requests using order reference and OTP verification.

FILE UPLOAD SETTINGS

Allowed file types
☒ All

☒ JPG
☒ PNG
☐ WEBP
☐ DOC
☐ XLS
☒ ZIP
☐ TXT
☒ JPEG
☐ GIF
☒ PDF
☐ DOCX
☐ XLSX
☐ RAR

Max file size (MB)

Maximum upload size per attachment.

ALLOWED REQUEST TYPES

Complaint☒ Yes

Exchange☒ Yes

Cancellation☒ Yes

Withdrawal / Return☒ Yes

EXCLUDE CONDITIONS

Virtual products excluded
☒ Yes

Hide virtual products from withdrawal and return requests.

Specific categories excluded
☐ No

Enable category-based product exclusion.

Specific products excluded
☐ No

Enable product-based exclusion.

Prevent duplicate request
☐ No

Allow only one active request per order.

Order status restrictions

Cannot create a request if the order is in one of these statuses.

Custom hook / shortcode

Use this hook in a template file to display a link to the request form:

{hook h='displayEuwithdrawalRequestLink'}

Use this shortcode in emails, CMS page content, product descriptions, or any HTML content to display a link to the request form:

{euw_request_form_link}

Default request form URL: http://localhost/ps914/module/euwithdrawal/publicwithdrawal

Return / exchange instruction link

Link to the return instructions page shown to customers when an exchange or withdrawal request is accepted.

Return address

Physical address where returned goods should be sent.

Save

Enable request types

You can enable or disable each request type separately:

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- **Withdrawal / Return**
- **Exchange**
- **Cancellation**
- **Complaint**

Only enabled request types can appear on the Front Office.

Enabling a request type does not make it available for every order. The module also checks:

- Order status rules.
- Time limits.
- Withdrawal period.
- Product exclusions.
- Restricted order statuses.
- Existing active requests.

Enable only the request types that your customer service team can process.

Attachment settings

The module can allow customers to upload one supporting file with a request.

Configure:

- Allowed file extensions.
- Maximum file size.

Typical supported formats may include:

- Images such as JPG, PNG or WEBP.
- PDF documents.
- Office documents.
- ZIP archives.

The customer can upload only **one file per request**. To provide several files, the customer can combine them into one ZIP archive when ZIP is allowed.

Set a reasonable maximum size to avoid unnecessary storage and upload problems.

Product and category exclusions

Use exclusion settings to prevent selected products from being included in customer requests.

Exclude virtual products

Enable this option when downloadable or virtual products should not be eligible for Withdrawal / Return requests.

This is useful for products such as:

- Digital downloads.
- Software licenses.
- Online services.
- Other non-physical items.

Exclude categories

Enable category exclusion and select the categories whose products should not be eligible.

This can be used for product groups such as:

- Personalized products.
- Perishable goods.
- Hygiene-sensitive products.
- Products covered by a separate return policy.

Products assigned to an excluded category may be removed from the request form.

Exclude specific products

Use product exclusion when individual products require different rules from the rest of their categories.

Search for and select the products to exclude.

Effect on eligibility

When an order contains both eligible and excluded products:

- Eligible products may still be available when partial returns are enabled.
- The order may become unavailable for Withdrawal / Return when no eligible products remain.
- The final behavior depends on the request type and module configuration.

Review exclusions whenever new product categories or product types are added to the catalog.

Prevent duplicate requests

Enable **Prevent duplicate requests** to stop customers from creating another active request for the same order.

This helps avoid:

- Several return requests for the same products.
- Conflicting cancellation and exchange requests.
- Duplicate work for customer service staff.
- Confusing status histories.

When an active request already exists, the module can hide the request options or reject a new submission.

Completed requests with a final status may be treated differently depending on the module logic.

Recommendation: Keep duplicate prevention enabled unless your business process intentionally allows several simultaneous requests for one order.

Restricted order statuses

Restricted order statuses block all request types for orders currently using one of the selected statuses.

Common examples include:

- Canceled.
- Refunded.
- Payment error.

- Invalid order.
- Other final or failed statuses used by your store.

This setting works as a global restriction.

Even when a request type is enabled or allowed in **Order Status Management**, it will not be available if the current order status is restricted here.

Select statuses carefully. Restricting a commonly used active status may hide all customer request options for affected orders.

Return address and instruction link

Return address

Enter the address where customers should send accepted returned products.

Include:

- Company or recipient name.
- Street address.
- Postal code.
- City.
- State or region when required.
- Country.
- Warehouse or returns department when applicable.

The address may be shown in customer request details, acceptance emails or return instructions.

Make sure the address is complete before enabling Withdrawal / Return requests on a live store.

Instruction link

You can also provide a link to a page containing detailed return or exchange instructions.

Use a valid public HTTP or HTTPS URL, for example:

<https://example.com/content/returns-policy>

The page may include:

- Packaging instructions.
- Return shipping responsibilities.
- Required documents.
- Return deadlines.
- Refund processing information.
- Customer support contact details.

Keep the page consistent with the legal declaration and the module configuration.

Hook and shortcode

The module provides options for adding a request link to custom content or theme locations.

Shortcode

Use the following shortcode in supported CMS content or email content:

{euw_request_form_link}

The shortcode is replaced with the appropriate customer request link.

Depending on the customer session:

- Logged-in customers are directed to their request area.
- Guest customers are directed to the guest verification page.

Custom hook

Theme developers can use the module hook to display the request link in a custom template position: **{hook h='displayEuwithdrawalRequestLink'}**

This is useful when the default theme positions do not match your store layout.

Possible placement locations include:

- Return policy pages.
- Help center pages.
- Customer account navigation.
- Order-related content.
- Transactional email content.

After adding a hook or shortcode, test it as both a logged-in customer and a guest customer.

5. Configure request eligibility

Request eligibility determines which request types a customer can use for a specific order.

When a request option is missing, check the rules in this chapter before changing unrelated settings.

How eligibility works

The module checks eligibility whenever a customer opens an order or submits a request.

A request type is available only when all required conditions are met.

The checks may include:

- Whether the module is enabled.
- Whether the request type is enabled.
- The current PrestaShop order status.
- The configured time limit.
- The withdrawal period.
- Product and category exclusions.
- Restricted order statuses.
- Existing active requests.
- Whether eligible products remain in the order.

The module also validates these conditions again when the form is submitted. Hiding or changing a Front Office field does not bypass the eligibility rules.

Global conditions

The following conditions can affect all request types.

Module and request type enabled

The main module switch must be enabled, and the selected request type must also be active.

For example, if Exchange is disabled in **General Settings**, it will not appear even when the order status allows exchanges.

Restricted order status

If the order's current status is selected under **Restricted order statuses**, all request options are blocked.

This global restriction takes priority over the rules configured in **Order Status Management**.

Existing active request

When duplicate prevention is enabled, the customer cannot create another request while an active request already exists for the same order.

Order ownership

A logged-in customer can only submit requests for their own orders.

A guest customer must successfully verify the order using the order information and email OTP.

Product eligibility

For request types that involve individual products, the module checks whether the order contains at least one eligible product.

Products may be excluded because they are:

- Virtual products.
- Assigned to an excluded category.
- Specifically excluded in **General Settings**.

Withdrawal eligibility

Withdrawal / Return uses its own time and product rules. It is not controlled by the Complaint, Exchange and Cancellation matrix in **Order Status Management**.

A Withdrawal / Return request normally requires:

- Withdrawal / Return to be enabled.
- The withdrawal start event to have occurred.
- The order to be inside the configured withdrawal period.
- The order to contain eligible products.
- The current order status not to be globally restricted.
- No conflicting active request when duplicate prevention is enabled.

Withdrawal start event

The withdrawal period can begin from:

- The delivery date.
- The shipping date.
- The date when the order entered a selected status.

If the selected start event has not occurred, the withdrawal option is not yet available.

Expired withdrawal period

After the withdrawal period expires, the module follows the configured behavior:

- **Hide:** The Withdrawal / Return option disappears.
- **Disable:** The option remains visible but cannot be submitted.

Partial returns

When partial returns are enabled, customers can select eligible products and quantities.

When partial returns are disabled, the request applies to the complete eligible product set according to the module configuration.

Exchange, complaint and cancellation eligibility

Exchange, Complaint and Cancellation are mainly controlled by the order's current status.

For each request type, the module checks:

- Whether the type is enabled.
- Whether the current order status allows that request type.

- Whether the configured number of allowed days has expired.
- Whether the order is in a restricted status.
- Whether duplicate prevention blocks another request.

Exchange and Complaint may also depend on product eligibility because customers can select products related to the request.

Cancellation normally applies to the complete order rather than individual products.

Allowed days

Order Status Management can define how long a request type remains available after the order enters a status.

For example:

- Cancellation allowed for 2 days after Payment accepted.
- Exchange allowed for 14 days after Delivered.
- Complaint allowed without a time limit after Delivered.

When the configured value is 0, the mapping does not expire based on the number of days.

Order Status Management

Open: **EU Withdrawal > Order Status Management**

This page defines whether Complaint, Exchange and Cancellation are available for each PrestaShop order status.

For every order status, configure:

- Complaint: allowed or not allowed.
- Exchange: allowed or not allowed.
- Cancellation: allowed or not allowed.
- The availability period in days.

Withdrawal / Return is configured separately under **Withdrawal settings**.

Important: Order Status Management controls whether customers can create a request. Request status mapping controls whether processing that request later changes the PrestaShop order status.

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

> Order Status Management

About order status configuration

This setting controls when customers can submit each type of request based on the current order status.

- ✓ Enable the request type and set the time window (in days) from the time the order reaches this status.
- ✓ If the time window is left empty or set to 0, the request will be allowed without time limit.
- ✓ Withdrawal / Return requests are configured globally in General Settings > Withdrawal settings.

Example:
If the order status is **Awaiting check payment** and you enable **Cancellation** with a 2-day window, customers can submit a cancellation request within 2 days from when the order enters this status.

Configuration by order status

Reset to default

Order status	Complaint Time window (days)	Exchange Time window (days)	Cancellation Time window (days)
Authorization voided	☐	☐	☐
Authorized, To be captured by merchant	☐	☐	☐
Awaiting bank wire payment	☒ 7	☒ 3	☒ 3
Awaiting Cash On Delivery validation	☒ 3	☒ 3	☒ 3
Awaiting check payment	☒ 5	☒ 3	☒ 3
Cancelled	☐	☐	☐
Delivered	☒ 14	☒ 30	☐
Exchange in progress	☐	☐	☐
On backorder (not paid)	☐	☐	☐
On backorder (paid)	☐	☐	☐
Partial payment	☐	☐	☐
Partial refund	☐	☐	☐
Payment accepted	☐	☒ 7	☒ 2
Payment error	☒ 7	☐	☒ 1
Processing in progress	☐	☒ 7	☒ 1
Refunded	☐	☐	☐
Remote payment accepted	☐	☐	☒ 14
Shipped	☒ 7	☒ 14	☐
Waiting for payment	☐	☐	☐
Withdrawal accepted	☐	☐	☐

Save

Practical examples

Example 1 — Customer wants to cancel a new order

The order is currently **Payment accepted**.

Configuration:

- Cancellation is enabled.
- Payment accepted allows Cancellation.
- The cancellation window is 2 days.
- The order entered “Payment accepted” today.

Result: **Cancellation is available**.

If the customer opens the order after the 2-day window, Cancellation is no longer available.

Example 2 — Delivered order inside the withdrawal period

Configuration:

- Withdrawal / Return is enabled.
- The period starts from Delivered.
- The withdrawal period is 14 days.
- The order was delivered 5 days ago.
- The order contains an eligible physical product.

Result: **Withdrawal / Return is available.**

Example 3 — Withdrawal period has not started

Configuration:

- The period starts from Delivered.
- The order is currently Shipped.
- No delivery date has been recorded.

Result: **Withdrawal / Return is not yet available.**

Exchange or Complaint may still be available if the Shipped status allows them.

Example 4 — Order contains excluded and eligible products

The order contains:

- One excluded virtual product.
- One eligible physical product.

With partial returns enabled: **The customer can request a return for the eligible physical product.**

If no eligible products remain: **Withdrawal / Return is unavailable.**

Example 5 — Order has an active request

A Pending Complaint already exists for the order, and duplicate prevention is enabled.

Result: **The customer cannot submit another request for that order until the existing request reaches a completed state, according to the module rules.**

Example 6 — Status allowed but globally restricted

Order Status Management allows Complaint for the current status, but the same status is selected under **Restricted order statuses**.

Result: **No request type is available.**

The global restriction takes priority.

Eligibility decision table

Use this table as a quick reference when a request type does not appear.

Condition	Withdrawal / Return	Exchange	Complaint	Cancellation
Module enabled	Required	Required	Required	Required
Request type enabled	Required	Required	Required	Required
Current status allowed in Order Status Management	Not used	Required	Required	Required
Withdrawal period started and not expired	Required	Not used	Not used	Not used
Current status not globally restricted	Required	Required	Required	Required
Duplicate active	Required	Required	Required	Required

request not blocking submission				
Eligible product available	Required	Usually required	Usually required	Not normally required
Guest order successfully verified	Required for guests	Required for guests	Required for guests	Required for guests

6. Withdrawal settings

Open: **EU Withdrawal > General Settings > Withdrawal settings**

These settings control when customers can submit a Withdrawal / Return request and which products they can include.

Important: The module records and manages the customer's request. It does not automatically refund the payment, receive the returned goods, arrange shipping or restock products. These actions must be completed manually by the merchant.

Withdrawal period

The withdrawal period defines how many days customers have to submit a Withdrawal / Return request.

For example:

- Withdrawal period: **14 days**
- Order delivered: **July 1**
- Last eligible day: approximately **July 15**, depending on how dates are calculated by the store

A customer opening the order within the configured period can submit a request, provided all other eligibility conditions are met.

When setting the period:

- Follow your published return policy.
- Consider the legal requirements that apply to your business.
- Make sure the same period is communicated on your return policy page.
- Test the calculation using a real order status history.

A 14-day period is commonly used for EU-style withdrawal workflows, but the correct value may depend on the products, customer location and applicable regulations.

Start date

The start-date setting determines when the withdrawal period begins.

Available options may include:

- Delivery date.
- Shipping date.
- The date when the order entered a selected PrestaShop status.

Start from delivery

The period begins when the order is marked as delivered.

Example:

- Order shipped: July 1
- Order delivered: July 4
- Withdrawal period: 14 days

The period begins on July 4, not July 1.

This option is often appropriate when the withdrawal period should begin after the customer receives the goods.

Start from shipping

The period begins when the order is marked as shipped.

Example:

- Order shipped: July 1
- Order delivered: July 4
- Withdrawal period: 14 days

The period begins on July 1.

This gives the customer less time after actual delivery, so use it only when it matches your store policy.

Start from a selected order status

You can use a custom PrestaShop order status as the starting point.

For example, a store may use:

- Delivered to customer.
- Collected from pickup point.
- Order completed.

Choose a status that is applied consistently in your order workflow.

If the selected status has never been applied to the order, the withdrawal period may not start and the request option may remain unavailable.

Recommendation: Use the Delivery option when your order history records delivery dates reliably.

Expired-request behavior

This setting controls what customers see after the withdrawal period has ended.

Hide the request option

The Withdrawal / Return option disappears after expiration.

Use this option when you want a simple Front Office experience without displaying unavailable actions.

Example:

- Withdrawal period: 14 days
- Order delivered: 20 days ago

Result: The Withdrawal / Return button is not displayed.

Disable the request option

The Withdrawal / Return option remains visible but cannot be selected or submitted.

A warning message explains that the period has expired.

Example message:

The withdrawal period for this order has expired.

Use this option when you want customers to understand why they cannot submit the request.

Make sure the expiration message is:

- Clear and polite.
- Translated into all active store languages.
- Consistent with your return policy.

The customer may still contact the store through another support channel, but the module will not accept an expired Withdrawal / Return request.

Legal disclaimer

The legal disclaimer is displayed in the Withdrawal / Return form.

Customers may be required to accept it before submitting the request.

The text should clearly explain what the customer is confirming.

Example:

I confirm that I want to exercise my right of withdrawal for the selected products and that the information provided in this request is correct.

You can also mention that:

- The request is subject to review.
- Products must meet the store's return conditions.
- The customer may need to return the goods to the specified address.
- Refunds are processed only after the merchant completes the required checks.

Keep the disclaimer concise and provide a link to the full return policy when more detail is needed.

Complete the translation for every active Front Office language.

Important: The default or example text is not legal advice. Review the final wording according to your business, products and applicable regulations.

Partial returns

Partial returns allow customers to select specific products and quantities from an order.

Partial returns enabled

Customers can:

- Select one or more eligible products.
- Choose the quantity to return.
- Keep the remaining products from the order.

Example:

An order contains:

- 2 T-shirts
- 1 pair of shoes
- 1 excluded digital product

The customer can request:

- 1 of the 2 T-shirts
- The pair of shoes

The digital product is not available when virtual products are excluded.

The module checks that the requested quantity does not exceed the quantity purchased.

Partial returns disabled

The request applies to the full eligible product set according to the module logic.

The customer cannot choose only one product or reduce the return quantity.

Use this option when your business process only supports complete eligible returns.

Operational impact

Before enabling partial returns, make sure your team can handle:

- Product-level return quantities.
- Partial refunds.
- Partial stock adjustments.
- Partial warehouse receipt.
- Different outcomes for products from the same order.

The module stores the selected products and quantities, but it does not complete these operational actions automatically.

7. Reason Management

Request reasons appear as selectable options when customers submit a Withdrawal, Exchange, Cancellation or Complaint request.

Using predefined reasons helps customers complete forms faster and allows your team to categorize requests consistently.

Open: **EU Withdrawal > Reason Management**

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

Reason Management

Reason Manager

Reasons are displayed to customers based on the request type they select.
You can create, edit, reorder, or deactivate reasons. Inactive reasons will not be shown to customers.

0 selected
Bulk actions
Apply
Add new reason

ID	Content	Request type	Position	Active	Action
14	Other reason	Cancellation Complaint Exchange Withdrawal / Return	14	✓	Edit
13	Order or package is incomplete	Complaint	13	✓	Edit
12	Delivery is taking too long	Cancellation Complaint	12	✓	Edit
11	Order has not been shipped yet	Cancellation	11	✓	Edit
10	Product quality is not as expected	Complaint Exchange Withdrawal / Return	10	✓	Edit
9	Missing parts or accessories	Complaint Exchange	9	✓	Edit
8	Product is defective or not working	Complaint Exchange Withdrawal / Return	8	✓	Edit
7	Product arrived damaged	Complaint Exchange Withdrawal / Return	7	✓	Edit
6	Wrong product received	Complaint Exchange Withdrawal / Return	6	✓	Edit
5	Product does not match the description	Complaint Exchange Withdrawal / Return	5	✓	Edit
4	Wrong size, color, or variant selected	Exchange Withdrawal / Return	4	✓	Edit
3	Product no longer needed	Cancellation Withdrawal / Return	3	✓	Edit
2	Ordered by mistake	Cancellation Withdrawal / Return	2	✓	Edit
1	Changed my mind	Cancellation Withdrawal / Return	1	✓	Edit

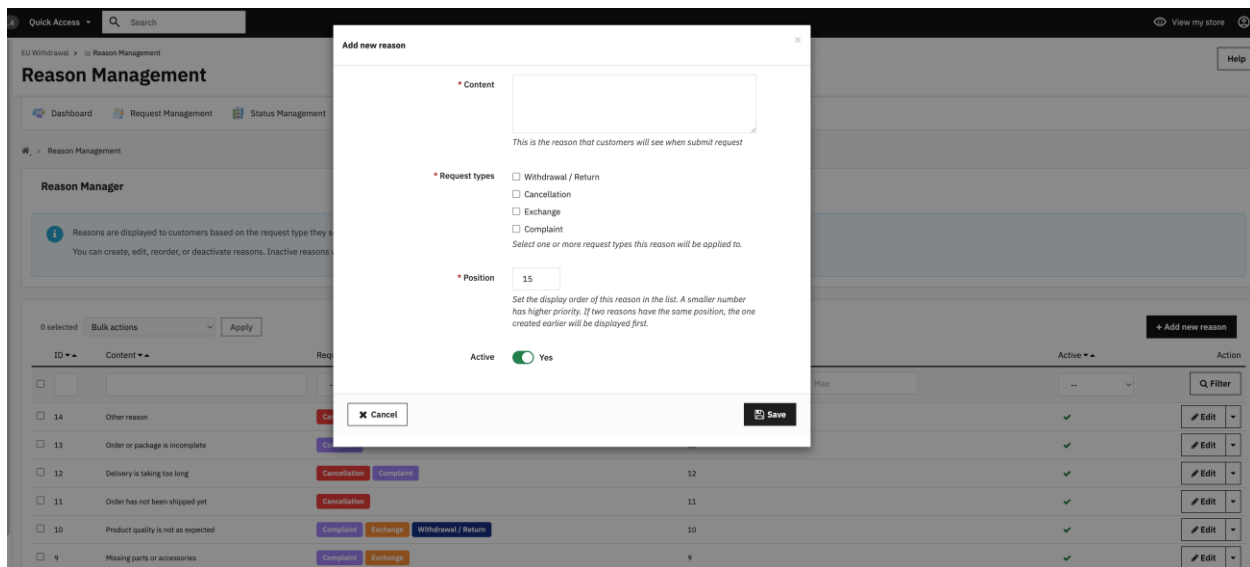
Showing 1 to 14 of 14 reasons
Items per page: 20

Create and assign reasons

To create a reason:

1. Select **Add new reason**.
2. Enter the reason text.
3. Assign it to one or more request types.
4. Set the reason as active.
5. Save the reason.

A single reason can be assigned to several request types when appropriate.



For example, **Product does not match the description** may be relevant to:

- Withdrawal / Return.
- Exchange.
- Complaint.

However, **Ordered by mistake** may be more appropriate for:

- Withdrawal / Return.
- Cancellation.

Create at least one active reason for every enabled request type.

Keep reason labels short and easy to understand. Customers can use the message field to provide additional details.

Enable, disable and reorder

Enable or disable a reason

Only active reasons appear in customer forms.

Disable a reason when:

- It is no longer relevant.
- It is temporarily unavailable.

- You want to preserve it for historical requests without allowing new customers to select it.

Disabling is usually safer than deleting a reason that has already been used.

Delete a reason

Delete a reason only when it is no longer needed and removing it will not affect your reporting or support workflow.

Historical requests normally keep the reason information saved at the time of submission, but disabling remains the recommended option for previously used reasons.

Recommendations

- Create 4–8 reasons for each request type.
- Avoid several reasons with almost the same meaning.
- Include **Other** when customers may have uncommon issues.
- Use the message field for detailed explanations.
- Review reasons when your product catalog or return policy changes.
- Keep translations complete and consistent.

8. Email notifications and guest OTP

The module sends automatic emails to customers and administrators during the request workflow.

Open: **EU Withdrawal > Email**

Use this section to configure email content, administrator recipients and guest verification messages.

EU Withdrawal > Email Templates

Help

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

> Email > Email templates

ID	Template	Subject	Send to	Content	Enabled	Action
1	new_request_admin_notification	[New {request_type}] Request #{request_id} has been submitted	Admin	{shop_url} Hello Admin, A new {request_type} request has been submitted. Request ID: #{request_id} Customer: ...	✓	Edit
2	new_request_customer_confirmation	Your {request_type} request #{request_id} has been received	Customer	{shop_url} Dear {customer_name}, We have successfully received your {request_type} request. Request ID: #{request_id} ...	✓	Edit
3	request_wait_customer	Action required: Update needed for request #{request_id}	Customer	{shop_url} Dear {customer_name}, We need additional information to proceed with your {request_type} request. R...	✓	Edit
4	withdraw_accepted_customer	Your withdrawal request #{request_id} has been approved	Customer	{shop_url} Dear {customer_name}, Your withdrawal/return request has been approved. Request ID: #{request_id} ...	✓	Edit
5	exchange_accepted_customer	Your exchange request #{request_id} has been approved	Customer	{shop_url} Dear {customer_name}, Your exchange request has been approved. Request ID: #{request_id} Selected ...	✓	Edit
6	cancel_accepted_customer	Your cancellation request #{request_id} has been accepted	Customer	{shop_url} Dear {customer_name}, Your cancellation request has been accepted. Request ID: #{request_id} Order...	✓	Edit
7	complaint_accepted_customer	We have received your complaint #{request_id}	Customer	{shop_url} Dear {customer_name}, Your complaint has been accepted and is being reviewed by our team. Request I...	✓	Edit
8	request_rejected_customer	Your {request_type} request #{request_id} has been rejected	Customer	{shop_url} Dear {customer_name}, Unfortunately, your {request_type} request has been rejected. Request ID: #{request_id} ...	✓	Edit
9	public_withdrawal_ttp	Your verification code for order {order_reference}	Customer	{shop_url} Dear Customer, Use the verification code below to verify your email and continue your withdrawal req...	✓	Edit

Email configs (admin recipients)

Add the email addresses that will receive notifications.

Email address(es) to receive notifications

Enter one or more email addresses separated by a comma (,).

Save

Email template events

The module includes templates for the main request events.

New request

When a customer submits a request, the module can send:

- A confirmation email to the customer.
- A notification email to the configured administrators.

These emails normally include the request reference, request type, order reference and a link to the request details.

Wait for customer

This email is sent when the merchant changes a request to **Wait for customer**.

Use it to ask the customer for additional information, such as:

- More details about the issue.
- A clearer product photo.
- Missing order information.
- Confirmation of the requested replacement.

Include a clear customer-facing comment before changing the status.

Request accepted

The module provides acceptance emails for:

- Withdrawal / Return.
- Exchange.
- Cancellation.
- Complaint.

The email can explain the next steps appropriate to each request type.

For an accepted withdrawal, it may include:

- The return address.
- Packing or shipping instructions.
- A return policy link.
- The RMA reference, when one was created.

Important: An acceptance email confirms that the request was approved. It does not mean that a refund, product return or replacement shipment has already been completed.

Request rejected

This email informs the customer that the request was declined.

Add a clear explanation before rejecting a request so the customer understands the decision.

Guest OTP

The OTP template sends a verification code to guest customers before they can access an order and submit a request.

Keep this template active whenever guest requests are enabled.

Configure templates

Open the email template list and select the template you want to edit.

Dashboard Request Management Status Management Order Status Management Reason Management Email General Settings

> Email > Email templates

Edit email template: new_request_admin_notification

Enabled ☒ Yes

* Subject [New {request_type}] Request #{request_id} has been submitted
Available tags: {request_id}, {request_type}, {order_reference}, {customer_name}, {shop_name}

* Content in TXT form

```
{shop_url}

Hello Admin,

A new {request_type} request has been submitted.
Request ID: #{request_id}
Customer: {customer_name}
Order: {order_reference}
Message:
{message}

Best regards,
{shop_name}
[[shop_name]][{shop_url}]

Powered by PrestaShop(https://www.prestashop.com/?utm_source=marchandprestashop&utm_medium=e-mail&utm_campaign=footer_1-7)
```

Available tags: {request_id}, {request_type}, {customer_name}, {order_reference}, {status}, {request_link}, {admin_note}, {reason}, {message}, {return_address}, {rma_id}, {otp_code}, {shop_name}

* Content in HTML form

Available tags: {request_id}, {request_type}, {customer_name}, {order_reference}, {status}, {request_link}, {admin_note}, {reason}, {message}, {return_address}, {rma_id}, {otp_code}, {shop_name}

Back Save

Email preview

my store

Hello Admin,

A new {request_type} request has been submitted

A new {request_type} request has been submitted.
Request ID: #{request_id}
Customer: {customer_name}
Order: {order_reference}
Message: {message}

Depending on the template, you can configure:

- Template status.
- Email subject.
- HTML content.
- Plain-text content.
- Language.

Edit multilingual content

Configure the subject and body for every active store language.

Customers receive the email in the language associated with their order when that translation is available.

Keep the content:

- Short and easy to understand.

- Consistent with your store policy.
- Clear about any action the customer must take.
- Free from promises that are not completed automatically.

HTML and plain-text versions

Configure both email formats:

- **HTML:** The formatted version used by most email clients.
- **Plain text:** The fallback version used when HTML cannot be displayed.

Both versions should communicate the same important information.

Preview and test

Use the preview option, when available, to check:

- Layout.
- Translations.
- Links.
- Dynamic values.
- Return instructions.

After saving, submit a real test request. A preview alone does not confirm that your mail server can deliver the message.

Available shortcodes

Shortcodes insert information from the customer request into an email.

Available values may include:

Shortcode	Content
{request_id}	Request reference or ID
{request_type}	Withdrawal, Exchange, Cancellation or Complaint
{customer_name}	Customer name
{order_reference}	Related PrestaShop order reference
{status}	Current request status
{request_link}	Link to the request details

{admin_note}	Comment added while processing the request
{reason}	Reason selected by the customer
{message}	Customer's additional message
{return_address}	Configured return address
{rma_id}	Created RMA reference, when available
{otp_code}	Guest verification code
{shop_name}	Store name

The available shortcodes may differ between templates. Use only the values listed in the template editor.

Do not remove {otp_code} from the guest OTP template. Without it, the customer will not receive the verification code needed to continue.

Admin recipients

Configure the email addresses that should receive notifications about new customer requests.

Use an inbox monitored by the responsible team, such as:

- Customer support.
- Returns department.
- Order management team.

When several recipients are supported, add them using the format indicated in the configuration field.

Avoid using inactive employee addresses or personal addresses that are not monitored regularly.

Guest OTP

Guest OTP verification protects orders from unauthorized access.

The verification flow is:

1. The guest enters the order reference and order email address.

2. The module sends a six-digit OTP by email.
3. The guest enters the code.
4. After successful verification, the module displays the eligible request types.

OTP security rules

The module applies limits such as:

- The OTP expires after approximately 10 minutes.
- The customer can make up to 5 incorrect attempts.
- A new code cannot be requested immediately.
- The resend waiting period is approximately 60 seconds.
- The code is stored securely rather than as readable plain text.

After too many failed attempts or after expiration, the customer must request a new code.

Guest verification requirements

For the guest flow to work:

- Guest requests must be enabled.
- The OTP template must be active.
- The store must be able to send email.
- The order reference and email must match the order.
- The code must be entered before it expires.

For security, the initial response should not reveal whether a specific order exists.

Email Log

The Email Log records messages sent by the module.

Open: **EU Withdrawal > Email > Email Log**

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

> Email > Email log

Email Log
43

0 selected
Bulk actions
Apply

ID	Email template	Recipient	Subject	Customer	Time sent		Status	Action
☐	Search template	All	Search subject	Search customer email	From	To	All	Q Filter
☐ 43	withdraw_accepted_customer	Customer	Your withdrawal request #REQ-00012 has been approved		08/04/2026 22:34:34		Delivered	Q View
☐ 42	new_request_customer_confirmation	Customer	Your Exchange request #REQ-00013 has been received		08/04/2026 22:17:04		Delivered	Q View
☐ 41	new_request_admin_notification	Admin	[New Exchange] Request #REQ-00013 has been submitted		08/04/2026 22:17:03		Delivered	Q View
☐ 40	new_request_customer_confirmation	Customer	Your Withdrawal / Return request #REQ-00012 has been received		08/04/2026 22:14:59		Delivered	Q View
☐ 39	new_request_admin_notification	Admin	[New Withdrawal / Return] Request #REQ-00012 has been submitted		08/04/2026 22:14:58		Delivered	Q View
☐ 38	public_withdrawalotp	Customer	Your verification code for order FOABMFQCN		08/04/2026 22:13:12		Delivered	Q View
☐ 37	public_withdrawalotp	Customer	Your verification code for order FOABMFQCN		08/04/2026 22:11:18		Delivered	Q View
☐ 36	complaint_accepted_customer	Customer	We have received your complaint #REQ-00011		08/04/2026 21:57:35		Delivered	Q View
☐ 35	request_wait_customer	Customer	Action required: Update needed for request #REQ-00011		08/04/2026 21:56:28		Delivered	Q View
☐ 34	new_request_customer_confirmation	Customer	Your Complaint request #REQ-00011 has been received		08/04/2026 21:53:45		Delivered	Q View
☐ 33	new_request_admin_notification	Admin	[New Complaint] Request #REQ-00011 has been submitted		08/04/2026 21:53:44		Delivered	Q View
☐ 32	public_withdrawalotp	Customer	Your verification code for order FOABMFQCN		08/04/2026 21:52:01		Delivered	Q View
☐ 31	request_rejected_customer	Customer	Your Complaint request #REQ-00008 has been rejected		07/31/2026 05:26:54		Delivered	Q View
☐ 30	request_wait_customer	Customer	Action required: Update needed for request #REQ-00007		07/31/2026 05:25:55		Delivered	Q View
☐ 29	new_request_customer_confirmation	Customer	Your Withdrawal / Return request #REQ-00010 has been received		07/31/2026 05:25:25		Delivered	Q View
☐ 28	new_request_admin_notification	Admin	[New Withdrawal / Return] Request #REQ-00010 has been submitted		07/31/2026 05:25:24		Delivered	Q View
☐ 27	new_request_customer_confirmation	Customer	Your Withdrawal / Return request #REQ-00009 has been received		07/31/2026 05:23:54		Delivered	Q View
☐ 26	new_request_admin_notification	Admin	[New Withdrawal / Return] Request #REQ-00009 has been submitted		07/31/2026 05:23:53		Delivered	Q View
☐ 25	request_wait_customer	Customer	Action required: Update needed for request #REQ-00006		07/31/2026 05:22:47		Delivered	Q View
☐ 24	cancel_accepted_customer	Customer	Your cancellation request #REQ-00001 has been accepted		07/31/2026 05:22:10		Delivered	Q View
☐ 23	new_request_customer_confirmation	Customer	Your Complaint request #REQ-00008 has been received		07/31/2026 05:20:53		Delivered	Q View
☐ 22	new_request_admin_notification	Admin	[New Complaint] Request #REQ-00008 has been submitted		07/31/2026 05:20:52		Delivered	Q View
☐ 21	new_request_customer_confirmation	Customer	Your Exchange request #REQ-00007 has been received		07/31/2026 05:20:22		Delivered	Q View
☐ 20	new_request_admin_notification	Admin	[New Exchange] Request #REQ-00007 has been submitted		07/31/2026 05:20:21		Delivered	Q View
☐ 19	new_request_customer_confirmation	Customer	Your Cancel request #REQ-00006 has been received		07/31/2026 05:19:57		Delivered	Q View

Showing 1 to 25 of 43 logs

Items per page: 25

1 2 3 4 5

The log can show information such as:

- Email template.
- Recipient.
- Subject.
- Related request.
- Sending status.
- Error message.
- Date and time.

Use the log for troubleshooting

When an email is missing:

1. Find the related entry in the Email Log.

2. Check whether it is marked as sent or failed.
3. Review the recorded error message.
4. Confirm that the recipient address is correct.
5. Check the PrestaShop mail configuration.
6. Check the recipient's spam or junk folder.

A successful log entry confirms that the module passed the email to the configured mail system. It does not always guarantee that the recipient's email provider delivered it to the inbox.

Manage log entries

Depending on the available actions, administrators can:

- Filter logs by template.
- Search by recipient or subject.
- Filter successful and failed emails.
- Filter by date.
- Delete individual entries.
- Delete several entries in bulk.

Review failed entries regularly, especially when guest OTP verification is enabled.

9. Request status mapping and RMA

This chapter explains how customer request statuses can update the related PrestaShop order and how accepted Withdrawal / Return requests can create a merchandise return record.

Difference between the two status configuration pages

The module contains two pages with similar names but different purposes.

Page	Purpose
Order Status Management	Decides whether customers can submit Complaint, Exchange or Cancellation requests for an order status
Status Management	Decides whether changing a request status should also change the related PrestaShop order status

Order Status Management example

You can allow customers to submit a Cancellation request while an order is in **Payment accepted**.

This controls request eligibility before submission.

Status Management example

You can configure the module so that accepting a Cancellation request changes the order status to **Canceled**.

This controls what happens after the merchant processes the request.

Important: Allowing a request and updating an order status are separate settings.

Configure request-to-order status mapping

Open: **EU Withdrawal > Status Management**

A mapping connects:

1. A request type.
2. A request status.
3. A target PrestaShop order status.

The request types include:

- Withdrawal / Return.
- Exchange.
- Cancellation.

- Complaint.

The request statuses include:

- Pending.
- Wait for customer.
- Accepted.
- Rejected.

For each combination, configure:

- Whether the order status should be updated.
- Which PrestaShop order status should be applied.

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

> Status Management

About status mapping

Status mapping allows you to control if and how the order status will be updated when a request status changes.

- ✓ You can choose to automatically update the order status or leave it unchanged.
- ✓ Mapping can be configured per request type and per request status.

Example:

When a **Withdrawal / Return** request is accepted, the order status will be changed to **Withdrawal accepted**.

When an **Exchange** request is accepted, the order status will be changed to **Exchange in progress**.

Note: If you do not enable mapping or do not select an order status, the order status will remain unchanged.

Request status mapping

Manage how each request status affects the order status by request type.

Reset to default

Request type	Request status	Update order status	Order status
Withdrawal / Return Customer requests to return one or more products from their order and receive a refund. The refund must be processed manually by the merchant.	Pending	☐	Order status will not be changed.
	Wait for customer	☐	Order status will not be changed.
	Accepted	☒	Withdrawal accepted
	Rejected	☐	Order status will not be changed.
Cancellation Customer requests to cancel the entire order.	Pending	☐	Order status will not be changed.
	Wait for customer	☐	Order status will not be changed.
	Accepted	☒	Canceled
	Rejected	☐	Order status will not be changed.
Exchange Customer requests to exchange one or more products from their order for different products. The merchant will handle the exchange process manually.	Pending	☐	Order status will not be changed.
	Wait for customer	☐	Order status will not be changed.
	Accepted	☒	Exchange in progress
	Rejected	☐	Order status will not be changed.
Complaint Customer submits a complaint regarding a product or service received. Complaints must be handled by the merchant manually.	Pending	☐	Order status will not be changed.
	Wait for customer	☐	Order status will not be changed.
	Accepted	☐	Order status will not be changed.
	Rejected	☐	Order status will not be changed.

Cancel
Save

Example

Configuration:

- Request type: Cancellation
- Request status: Accepted
- Update order status: Yes
- Target order status: Canceled

Result:

When an administrator accepts the cancellation request, the related order changes to **Canceled**.

If status updating is disabled, the request status changes but the order status remains unchanged.

Recommendations

- Configure only mappings required by your workflow.
- Avoid changing orders to final statuses too early.
- Confirm that the selected PrestaShop order status still exists.
- Test each important mapping with a test order.
- Remember that an order status change does not process a payment refund.

Default mappings

The module may create default mappings during installation.

Typical default mappings include:

Request action	Target PrestaShop order status
Withdrawal / Return accepted	Withdrawal accepted
Exchange accepted	Exchange in progress
Cancellation accepted	Canceled

Complaint requests may remain linked to the existing order status unless you configure a specific mapping.

You can keep, disable or change the default mappings according to your operational process.

Example workflow

For an accepted exchange:

1. The request changes to **Accepted**.
2. The order changes to **Exchange in progress**.
3. The customer receives the exchange acceptance email.
4. Your team manually prepares and sends the replacement product.

The status change helps staff identify the order but does not complete the exchange automatically.

Reset mappings

Use **Reset to default** when you want to restore the original request-to-order status mappings installed by the module.

Resetting may overwrite your current mapping choices.

Before resetting:

- Review any custom mappings.
- Record the statuses currently selected.
- Make sure the default target order statuses still exist.
- Perform the reset on a staging store when possible.

After resetting, review every mapping before processing live customer requests.

Enable RMA integration

RMA means Return Merchandise Authorization. In PrestaShop, it is represented by a merchandise return record connected to an order and its returned products.

Open: **EU Withdrawal > General Settings > RMA integration**

To enable automatic RMA creation:

1. Enable PrestaShop Merchandise Returns.
2. Enable RMA integration in the module.
3. Configure duplicate RMA prevention when available.

4. Save the settings.

RMA creation applies only to accepted **Withdrawal / Return** requests.

The module does not automatically create an RMA for:

- Exchange.
- Cancellation.
- Complaint.

Requirements

An RMA can be created only when:

- The related order exists.
- The request is a Withdrawal / Return request.
- The request contains eligible products.
- Valid return quantities are available.
- PrestaShop Merchandise Returns are enabled.
- Module RMA integration is enabled.
- Duplicate prevention does not block creation.

If an RMA is not created, verify these conditions before retrying.

The screenshot shows the 'General Settings' page for the 'EU Withdrawal' module. The page has a top navigation bar with links to Dashboard, Request Management, Status Management, Order Status Management, Reason Management, Email, and General Settings. Below this is a sub-navigation bar with 'General Settings' selected. The main content area is titled 'Settings' and contains two toggle switches: 'Enable RMA creation' (set to 'Yes') and 'Prevent duplicate RMA per request' (set to 'Yes'). Below the toggles is a blue information box stating: 'RMA is created only when the request status is changed to 'Accepted'. No RMA will be created for requests with other statuses.' Below this is a yellow 'Important' box with three bullet points: 'The module only creates the RMA automatically.', 'Refund must be processed manually in RMA by the admin.', and 'After refund is completed in RMA, you should manually update the order status to 'Refunded' (or another status).' At the bottom, there is a 'Merchant note' section with a note: 'Note: RMA will be created automatically when Withdrawal / Return request is accepted. Please process the refund manually in RMA and update the order status accordingly.' A 'Save' button is located at the bottom right of the settings area.

What happens when a withdrawal is accepted

When an administrator accepts a Withdrawal / Return request, several actions may occur.

Depending on the configuration, the module can:

- Change the request status to **Accepted**.
- Save the action in the request history.
- Send the withdrawal acceptance email.
- Include the return address or instructions in the notification.
- Update the related PrestaShop order status.
- Create a PrestaShop merchandise return.
- Display the RMA reference in the request details.

Example

A customer requests to return one of two purchased products.

The merchant accepts the request.

The module may then:

1. Mark the request as **Accepted**.
2. Send return instructions to the customer.
3. Change the order status to Withdrawal accepted.
4. Create an RMA for the selected product and quantity.

The customer must still send the product back, and the merchant must inspect it and process the refund manually.

Manual refund reminder

The module does not automatically issue refunds.

Accepting a Withdrawal, Cancellation or Complaint request **does not**:

- Send money through the payment provider.
- Create an automatic credit card refund.
- Confirm that returned goods have been received.

- Inspect the returned products.
- Restock the products.
- Calculate return shipping costs.
- Create a replacement shipment.

After accepting a withdrawal, the merchant normally needs to:

1. Send the return instructions.
2. Wait for the customer to return the goods.
3. Inspect the products.
4. Confirm the refundable amount.
5. Issue the refund through the payment provider or PrestaShop workflow.
6. Update stock when appropriate.
7. Complete accounting and warehouse tasks.

An RMA helps record and track the merchandise return, but it does not replace these manual steps.

Important: Train customer service staff not to tell customers that a refund has been completed merely because the request status is Accepted

10. Customer experience

The module provides separate request flows for logged-in customers and guest customers. In both cases, customers can only access orders that belong to them and only see request types that meet the configured eligibility rules.

Logged-in customer flow

Logged-in customers can access the request system from locations such as:

- My Account.
- Order history.
- Order details.
- The customer request list.
- A custom link added through the module hook or shortcode.

A typical flow is:

1. The customer signs in.
2. The customer opens an order.
3. The module displays the available request types.
4. The customer selects a request type.
5. The customer completes and submits the form.
6. The new request appears in the customer request area.
7. The customer receives email updates as the request is processed.

The customer only sees request types that are eligible for the selected order.

For example, a delivered order may allow Withdrawal, Exchange and Complaint, while an order that is still being prepared may only allow Cancellation.

Guest verification flow

Guest customers must verify their order before they can submit or view a request.

The guest flow is:

1. The customer opens the public guest request page.
2. The customer enters the order reference and the email address used for the order.
3. The module sends a one-time password by email.
4. The customer enters the verification code.
5. The module displays the request types available for the verified order.
6. The customer submits the request.
7. The customer receives a secure link for viewing the request.

The verification code:

- Is valid for a limited time.
- Can only be entered a limited number of times.
- Must match the verified order session.
- Cannot be used to access another customer's order.

If the code expires or too many incorrect attempts are made, the customer must request a new code.

Important: Guest verification depends on successful email delivery. Test the complete OTP flow before enabling guest requests on a live store.

Submit a request

After opening an eligible order, the customer selects one of the available request types:

- Withdrawal / Return.
- Exchange.
- Cancellation.
- Complaint.

My Account

-  Information
-  Addresses
-  Order history and details
-  Credit slips
-  Merchandise returns
-  My alerts
-  GDPR - Personal data
-  Returns & cancellations
-  Sign out

Order details

Order Reference: YGJDLNBTW - placed on 08/06/2026

Carrier: My carrier

Payment method: Bank transfer

[Reorder](#)

Follow your order's status step-by-step

Date	Status
08/06/2026 03:24:59	Awaiting bank wire payment

Shipment tracking details

Date	Carrier	Weight	Shipping cost	Tracking number
08/06/2026	My carrier	1.200 kg	\$7.00	-

Addresses

Delivery address: My Address



Invoice address: My Address



Request something about this order

Choose the type of request you want to submit.



Complaint
Report an issue with your order or product



Exchange
Request an exchange for a different item



Cancel
Cancel order before shipment or delivery

Products details

Product	Quantity	Unit price	Total price
 Hummingbird printed t-shirt (Size: S - Color: White) Reference: demo_1	2	\$19.12	\$38.24
 Mountain fox notebook (Paper Type: Ruled) Reference: demo_8	2	\$12.90	\$25.80
Subtotal			\$64.04
Shipping and handling			\$7.00
Tax			\$0.00
Total			\$71.04

The form fields depend on the selected type but may include:

- Request reason.
- Products and quantities.
- Additional message.

- Requested replacement information.
- Supporting attachment.
- Legal declaration.

The customer should provide enough information for the merchant to understand and process the request.

Example

For a damaged product complaint, the customer could:

1. Select **Complaint**.
2. Select the damaged product.
3. Choose **Product damaged or defective**.
4. Describe the damage.
5. Upload a photo.
6. Submit the request.

Call us: 12345678 Cancel or return order

my store Clothes Accessories

Credit slips

Merchandise returns

My alerts

GDPR - Personal data

Returns & cancellations

Sign out

July Test Cart 0

Search products...

Reorder

Tracking number

My Address

12000

Complaint

Select the affected product, choose a reason, and describe the issue so we can review your request.

Order ID: #YGJDLNBTW Placed on: 08/06/2026

Product *

Mountain fox notebook (Paper Type: Ruled)

Reason *

Product arrived damaged

Detailed description *

The Mountain Fox notebook arrived in severely damaged condition. Upon opening the shipping package, I discovered that the outer cover is heavily bent, torn, and water-damaged, with several internal pages crumpled, warped, and unusable. The item is completely unfit for its intended use due to transit-related or manufacturing defects. I am requesting a full refund or a replacement product under the EU

Attachment (optional)

Choose File m3juqcmzju.png

You can upload only 1 file (Max file size: 5MB). Supported formats: jpg, png, pdf, zip. To send multiple files, compress them into a single ZIP archive and upload that ZIP file.

☒ I confirm that the information provided is accurate and I have read and accept the [Terms and Conditions](#) and [Returns & Cancellation Policy](#) *

Cancel Submit request

Request something about this order

Choose the type of request you want to submit.

After submission:

- The request receives the initial **Pending** status.

my store

Clothes ▾ Accessories ▾ Art Return and Exchange Instructions

Search products...

Home / Your account / Returns & cancellations / Request #14

My Account

Information

Addresses

Order history and details

Credit slips

Merchandise returns

My alerts

GDPR - Personal data

Returns & cancellations

Sign out

Your request has been submitted successfully.

Request #14

Pending

← Back to list

Type: **Complaint** | Order: #YGJDLNBW | Placed on: 08/06/2026

We have received your request.

Our team will review it and get back to you by email as soon as possible.

Request details

Type **Complaint**

Status **Pending**

Request date 08/06/2026 03:40:34

Last update 08/06/2026 03:40:34

Order reference #YGJDLNBW

Payment method Bank transfer

Shipping method My carrier - Delivery next day!

Reason Product arrived damaged

Your note

The Mountain Fox notebook arrived in severely damaged condition. Upon opening the shipping package, I discovered that the outer cover is heavily bent, torn, and water-damaged, with several internal pages crumpled, warped, and unusable. The item is completely unfit for its intended use due to transit-related or manufacturing defects. I am requesting a full refund or a replacement product under the EU consumer withdrawal and warranty rights.

Products (1)

Product	Price
 Mountain fox notebook (Paper Type: Ruled) Reference: demo_8	\$12.90

Attachments

mzjuqcmzju.png

08/06/2026 03:40:34 558.6 KB [Download](#)

- The request appears in the Back Office.

EU Withdrawal > Request Management Help

Request Management

Dashboard Request Management Status Management Order Status Management Reason Management Email General Settings

> Request Management

Request Management 14

ID	Request reference	Type	Order	Status	Submitted date	Action
14	REQ-00014	Complaint	YGJDLNBW	Pending	08/04/2026 03:40:34	View
13	REQ-00013	Exchange	COCKAPLGQ	Pending	08/04/2026 22:17:00	View
12	REQ-00012	Withdrawal / Return	FGABMFGCN	Accepted	08/04/2026 22:14:57	View
11	REQ-00011	Complaint	FGABMFGCN	Accepted	08/04/2026 21:53:43	View
10	REQ-00010	Withdrawal / Return	FAFIMPNXW	Pending	07/31/2026 05:25:23	View
9	REQ-00009	Withdrawal / Return	LUPNOUOKU	Pending	07/31/2026 05:23:52	View

- Customer and administrator notifications may be sent.

2 of 996

[Demo EU Withdrawal by PrestaHero] [New Complaint] Request #REQ-00014 has been submitted Inbox x

Demo EU Withdrawal by PrestaHero 2:40 PM (3 minutes ago)

to me

Hello Admin,

A new Complaint request has been submitted

A new **Complaint** request has been submitted.

Request ID: #REQ-00014

Customer: Jully Test

Order: YGJDLNBW

Message:

The Mountain Fox notebook arrived in severely damaged condition. Upon opening the shipping package, I discovered that the outer cover is heavily bent, torn, and water-damaged, with several internal pages crumpled, warped, and unusable. The item is completely unfit for its intended use due to transit-related or manufacturing defects. I am requesting a full refund or a replacement product under the EU consumer withdrawal and warranty rights.

Best regards,

Demo EU Withdrawal by PrestaHero

[Reply](#) [Forward](#)

- The action is stored in the request history.

Dashboard
Request Management
Status Management
Order Status Management
Reason Management
Email
General Settings

Request Management
Request Details

Request REQ-00014
Pending
Back to list

Customer & Order Information

Customer Information

Name: Jully Test
Email: [REDACTED]
Phone: [REDACTED]

Order Information

Order ID: #YGJDLNBTW
Order date: 08/06/2026 03:24:59
Total paid: \$71.04
Payment method: Bank transfer
Shipping method: My carrier
View order

Request Details

Customer reason
Product arrived damaged

Customer note
The Mountain Fox notebook arrived in severely damaged condition. Upon opening the shipping package, I discovered that the outer cover is heavily bent, torn, and water-damaged, with several internal pages crumpled, warped, and unusable. The item is completely unfit for its intended use due to transit-related or manufacturing defects. I am requesting a full refund or a replacement product under the EU consumer withdrawal and warranty rights.

Products (1)

Product	Base price Tax excluded
 Mountain fox notebook (Paper Type: Ruled) Reference number: demo_8	\$12.90

Attachments (1)


notebookdemo.png
200 x 150

Internal Note (Admin only)

Add an internal note visible to staff only...

Save note

Email Log

Date	Email type	Recipient	Status
08/06/2026 03:40:37	new_request_customer_confirmation	[REDACTED]	Sent
08/06/2026 03:40:36	new_request_admin_notification	[REDACTED]	Sent

Request Overview

Request reference: REQ-00014
Request type: Complaint
Status: Pending
Submitted date: 08/06/2026 03:40:34
RMA ID: --

Available Actions

Choose an action to update the status of this request. The customer will be notified by email.

Change status to
Select status

Comment / Note to customer *
Enter your message to the customer...
0 / 1000
Update status

Status History

Pending CURRENT
08/06/2026 03:40:34
Request submitted by customer.

The module validates eligibility again during submission. A request may be rejected if the order status, time window or product eligibility has changed since the form was opened.

Select products and quantities

Product selection is available for request types involving specific order items, such as:

- Withdrawal / Return.
- Exchange.
- Complaint.

The customer can only select products from the related order.

Eligible products

A product may be unavailable when it is:

- Virtual and virtual products are excluded.
- Assigned to an excluded category.
- Specifically excluded in **General Settings**.
- Otherwise ineligible under the module rules.

Quantity selection

The requested quantity cannot exceed the quantity purchased.

Example:

The customer purchased three units of a product.

The customer may request:

- One unit.
- Two units.
- Three units.

The customer **cannot** request four units.

Partial returns

When partial returns are enabled, the customer can select individual products and quantities.

Example:

An order contains:

- 2 shirts.
- 1 pair of shoes.

The customer can request to return:

- 1 shirt only.

When partial returns are disabled, the customer cannot choose a smaller set of eligible products according to the module's configured full-return behavior.

Upload an attachment

Customers can upload one supporting file with a request when attachments are enabled.

Attachments are useful for:

- Photos of damaged products.
- Images of incorrect items.
- Shipping documents.
- Product labels.
- Other evidence related to the request.

The accepted formats and maximum file size are controlled in **General Settings**.

A file is rejected when:

- Its extension is not allowed.
- Its content does not match the expected file type.
- Its size exceeds the configured limit.
- Its size exceeds the server upload limit.

Only one file can be uploaded per request.

When several files are needed, the customer can combine them into one ZIP archive if ZIP is included in the allowed file types.

Recommendation: Include common image formats and PDF. Allow ZIP only when your support team is prepared to download and inspect compressed files safely.

Track request status

Customers can view submitted requests from the module request area.

The request list may show:

- Request reference.
- Related order.
- Request type.
- Current status.

- Creation date.
- Last update date.

Customers can filter requests by type, such as:

- All requests.
- Withdrawals / Returns.
- Exchanges.
- Cancellations.
- Complaints.

[Home](#) / [Your account](#) / Returns & cancellations

My Account

- Information
- Addresses
- Order history and details
- Credit slips
- Merchandise returns
- My alerts
- GDPR - Personal data
- Returns & cancellations
- Sign out

Returns & cancellations

Here you can view all your requests and their status.

[Add new request](#)

You will be redirected to your order details to create a new request.

All requests
Complaints
Returns / Withdrawals
Exchanges
Cancellations

Request ID	Order	Request type	Status	Created date	Last updated	Action
#REQ-00014	#YGJDLNBTW 08/06/2026	Complaint Product issue	Pending	08/06/2026	08/06/2026	View details
#REQ-00013	#COCXAPLGQ 08/04/2026	Exchange Change for another item	Pending	08/04/2026	08/04/2026	View details
#REQ-00010	#FAFRMPNXW 07/31/2026	Withdrawal / Return Order withdrawal	Pending	07/31/2026	07/31/2026	View details
#REQ-00009	#LUFNOUOXU 07/31/2026	Withdrawal / Return Order withdrawal	Pending	07/31/2026	07/31/2026	View details
#REQ-00008	#TTGCQWSDU 07/31/2026	Complaint Product issue	Rejected	07/31/2026	07/31/2026	View details
#REQ-00007	#ASGUSHDTZ 07/31/2026	Exchange Change for another item	Wait for customer	07/31/2026	07/31/2026	View details
#REQ-00006	#EHPKPZUNR 07/31/2026	Cancel Cancel order	Wait for customer	07/31/2026	07/31/2026	View details

Showing 1 to 6 of 6 requests

«
<
1
>
»

Request details

The request detail page can include:

- Related order information.
- Selected products and quantities.
- Customer reason and message.
- Current request status.
- Submitted attachment.
- Request history.
- Merchant comments.
- Return address or instructions after acceptance.

- RMA information when available.

Request statuses

The customer may see the following statuses:

- **Pending:** The request is waiting for merchant review.
- **Wait for customer:** The merchant needs more information or action.
- **Accepted:** The merchant approved the request.
- **Rejected:** The merchant declined the request.

Wait for customer

When a request changes to **Wait for customer**, the customer should review:

- The merchant's comment.
- The related email.
- Any requested information or document.
- The required next action.

The module records the status change, but it is not a complete two-way chat system. The customer may need to reply through the support method provided by the merchant.

My Account

- [Information](#)
- [Addresses](#)
- [Order history and details](#)
- [Credit slips](#)
- [Merchandise returns](#)
- [My alerts](#)
- [GDPR - Personal data](#)
- [Returns & cancellations](#)
- [Sign out](#)

Request #7

Wait for customer

[← Back to list](#)

Type: **Exchange** | Order: #ASGUSHDTZ | Placed on: 07/31/2026



Action required from you

The admin has requested additional information for this request.

We have sent an email to [\[redacted\]](#). Please check your inbox and reply to that email.

Request details

Type	Exchange
Status	Wait for customer
Request date	07/31/2026 05:20:20
Last update	07/31/2026 05:25:54
Order reference	#ASGUSHDTZ
Payment method	Bank transfer
Shipping method	My carrier - Delivery next day!
Reason	Wrong product received
Your note	

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Products (1)

Product	Price
Mug The adventure begins Reference: demo_12	\$11.90

Timeline

- 07/31/2026 05:25:54 **Wait for customer**
We need more information from you
We need some additional information before we can continue reviewing your exchange request. Please reply to this email and confirm the product, quantity, and preferred replacement, including the desired size, color, or variant where applicable. You may also provide any additional details that will help our team review the request. Once we receive your response, we will check product availability and update the request status. Please note that the exchange has not been approved or shipped yet.
- 07/31/2026 05:20:20 **Pending**
Your request has been received.
Request submitted by customer.
- 07/31/2026 05:20:20
Your request has been submitted.

Accepted requests

An **Accepted** status means that the merchant approved the request.

It does not automatically confirm that:

- A refund has been paid.
- Returned goods have been received.
- A replacement has been shipped.
- A cancellation refund has been completed.

Customers should follow the instructions provided by the merchant.

My Account

- Information
- Addresses
- Order history and details
- Credit slips
- Merchandise returns
- My alerts
- GDPR - Personal data
- Returns & cancellations
- [Sign out](#)

Request #9

Accepted

Type: [Withdrawal / Return](#) | Order: [#LUFNOUXU](#) | Placed on: 07/31/2026

[← Back to list](#)



Your request has been approved

Your request has been accepted. Please follow the instructions below to return your item or receive a refund.

[View return & refund instructions](#)

Request details

Type	Withdrawal / Return
Status	Accepted
Request date	07/31/2026 05:23:52
Last update	08/06/2026 03:57:31
Order reference	#LUFNOUXU
Payment method	Bank transfer
Shipping method	My carrier - Delivery next day!
Reason	Changed my mind

Withdrawal period

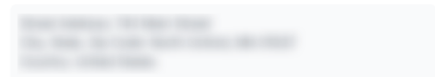
Start date	07/31/2026
Deadline	08/14/2026 (8 days left)

Products (1)

Product	Quantity	Price
 Brown bear cushion (Color: White) Reference: demo_36	1	\$18.90

Return instructions

Return address



[View return instructions](#)

Timeline

- 08/06/2026 03:57:31 Accepted
Your request has been accepted.
Your withdrawal request has been reviewed and accepted.
Please follow the return instructions provided in this email or in your request details. Pack the approved products securely and send them to the specified return address. Include your order reference or return reference with the package.
Please do not send products that were not included in the accepted request.
The refund is not issued automatically when the request is accepted. After the returned products are received and inspected, our team will confirm the refundable amount and process the refund separately according to the store policy.
- 07/31/2026 05:23:52 Pending
Your request has been received.
Request submitted by customer.
- 07/31/2026 05:23:52
Your request has been submitted.

Email notifications

Customers may receive emails when:

- A request is submitted.
- More information is required.
- A request is accepted.
- A request is rejected.

The request page remains the main place to review the latest recorded status and history.

11. Manage customer requests

Use the Back Office request management pages to review, process and track requests submitted by customers.

Dashboard

The Dashboard provides a quick overview of customer request activity.

It may display:

- Pending requests.
- Requests waiting for customer information.
- Accepted requests.
- Rejected requests.
- Recently submitted requests.

Use the Dashboard to identify requests that require immediate action.

Select a status summary or recent request to open the related request list or detail page.

EU Withdrawal > Dashboard

Dashboard

[Dashboard](#) [Request Management](#) [Status Management](#) [Order Status Management](#) [Reason Management](#) [Email](#) [General Settings](#)

> Dashboard

EU Withdrawal Dashboard

Pending requests

3

[View details >](#)

Wait for customer requests

3

[View details >](#)

Accepted requests

6

[View details >](#)

Rejected requests

2

[View details >](#)

Compliance checklist

Customer request system

On

[Configure >](#)

Public access without login

On

[Configure >](#)

Customer confirmation email

On

[Configure >](#)

Withdrawal period

14

days

[Configure >](#)

Latest requests

ID	Reference	Customer	Type	Order	Status	Request date	Actions
#14	REQ-00014		Complete	YG3DLNBW	Pending	08/06/2026 03:40:34	View
#13	REQ-00013		Exchange	COCKAPLQ	Pending	08/04/2026 22:17:00	View
#12	REQ-00012		Withdrawal / Return	FOABMFGN	Accepted	08/04/2026 22:14:57	View
#11	REQ-00011		Complete	FOABMFGN	Accepted	08/04/2026 21:53:43	View
#10	REQ-00010		Withdrawal / Return	FAPRPNXW	Pending	07/31/2026 05:25:23	View
#9	REQ-00009		Withdrawal / Return	LUFNQUXU	Accepted	07/31/2026 05:23:52	View
#8	REQ-00008		Complaint	TTGCQWSOU	Rejected	07/31/2026 05:20:51	View
#7	REQ-00007		Exchange	ASGUSHOTZ	Wait for customer	07/31/2026 05:20:20	View
#6	REQ-00006		Cancellation	EHKPFZUNR	Wait for customer	07/31/2026 05:19:55	View
#5	REQ-00005		Withdrawal / Return	FIOSSLYPJ	Rejected	07/31/2026 05:13:07	View

[View all](#)

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Request list and filters

Open: **EU Withdrawal > Request Management**

The **Request Management** page displays all customer requests available in the current shop context.

The list may include:

- Request reference.
- Order reference.
- Customer.
- Request type.
- Current status.
- Shop.
- Submission date.
- Last update date.

Use the available filters to find requests by:

- Request reference.
- Order reference.
- Request type.
- Request status.
- Shop in a multistore environment.
- Submission date range.

You can also sort the list and change the number of requests displayed per page.

Request Management

Dashboard Request Management Status Management Order Status Management Reason Management Email General Settings

Request Management

Request Management 14

ID	Request reference	Type	Order	Status	Submitted date	Action
☐					From: To:	Q Search
☐ 14	REQ-00014	Complaint	YUJDLNBTHW	Pending	08/04/2026 03:40:34	View
☐ 13	REQ-00013	Exchange	COCKAPLGQ	Pending	08/04/2026 22:17:00	View
12	REQ-00012	Withdrawal / Return	FOABMFGON	Accepted	08/04/2026 22:14:57	View
11	REQ-00011	Complaint	FOABMFGON	Accepted	08/04/2026 21:53:43	View
☐ 10	REQ-00010	Withdrawal / Return	FAFRMPN0W	Pending	07/31/2026 05:25:23	View
9	REQ-00009	Withdrawal / Return	LUFNDUOKU	Accepted	07/31/2026 05:23:52	View
8	REQ-00008	Complaint	TTGQWSDU	Rejected	07/31/2026 05:20:51	View
☐ 7	REQ-00007	Exchange	ASGUSHDTZ	Wait for customer	07/31/2026 05:20:20	View
☐ 6	REQ-00006	Cancellation	EHKPFZUNR	Wait for customer	07/31/2026 05:19:55	View
5	REQ-00005	Withdrawal / Return	FI05SZYFJ	Rejected	07/31/2026 05:13:07	View
4	REQ-00004	Withdrawal / Return	BQWHSER	Accepted	07/31/2026 05:12:38	View
3	REQ-00003	Complaint	FW3CWXORS	Accepted	07/31/2026 05:01:08	View
☐ 2	REQ-00002	Exchange	RXDYVTLZV	Wait for customer	07/31/2026 04:55:12	View
1	REQ-00001	Cancellation	IQZYHWXSQ	Accepted	07/31/2026 04:39:35	View

Showing 1 to 14 of 14 results

Items per page: 25

Request details

Open a request to review all information before changing its status.

The request detail page may include:

- Customer name and contact information.
- Related PrestaShop order.
- Request type and current status.
- Selected reason.
- Customer message.
- Selected products and quantities.
- Uploaded attachment.
- Internal notes.
- Status history.
- Return address and instructions.
- Related RMA information when available.

Before processing a request, verify:

- The order belongs to the customer.

- The selected products and quantities are correct.
- The request is still valid under your store policy.
- Any uploaded evidence is relevant.
- The correct email and order status actions are configured.

You can normally open the related PrestaShop order directly from the request page.

The screenshot displays the PrestaShop Request Management interface for a specific request, REQ-00004, which is in the 'Accepted' status. The interface is divided into several sections:

- Customer & Order Information:**
 - Customer Information:** Name: Freya Nguyen, Email: [redacted], Phone: [redacted].
 - Order Information:** Order ID: #BQWHSE58, Order date: 07/31/2026 05:10:21, Total paid: \$54.84, Payment method: Bank transfer, Shipping method: My carrier. A 'View order' button is present.
- Request Details:**
 - Customer reason:** Wrong product received.
 - Customer note:** I received an M-sized sweater.
 - Withdrawal accepted:** A green box indicates the request has been accepted. It lists actions: 'You are required to refund the customer manually.', 'This module has updated the order status to **Withdrawal accepted**', 'Once the refund is completed on your side, please update the order status to **Refunded** manually.', and 'This is to avoid conflicts with the payment modules used on your store.'
- Products (1):** A table showing one product: Hummingbird printed sweater (Size: S) with a base price of \$28.72 and a total of \$28.72.
- Internal Note (Admin only):** A text area for adding internal notes, with a 'Save note' button.
- Email Log:** A table showing email history:

Date	Email type	Recipient	Status
07/31/2026 05:17:46	withdraw_accepted_customer	[redacted]	Sent
07/31/2026 05:16:36	request_wait_customer	[redacted]	Sent
07/31/2026 05:12:40	new_request_customer_confirmation	[redacted]	Sent
07/31/2026 05:12:39	new_request_admin_notification	[redacted]	Sent
- Request Overview:** A summary section showing the request reference (REQ-00004), request type (Withdrawal / Return), status (Accepted), submitted date (07/31/2026 05:12:38), and RMA ID (#1). It also includes a message: 'An RMA has been created and linked to this request.'
- Available Actions:** A green box indicating: 'This request has been accepted. Please refund the customer manually.'
- Status History:** A timeline of the request's status:
 - Accepted (CURRENT):** 07/31/2026 05:17:45. Message: 'Your withdrawal request has been reviewed and accepted. Please follow the return instructions provided in this email or in your request details. Pack the approved products securely and send them to the specified return address. Include your order reference or return reference with the package. Please do not send products that were not included in the accepted request. The refund is not issued automatically when the request is accepted. After the returned products are received and inspected, our team will confirm the refundable amount and process the refund separately according to the store policy.'
 - Wait for customer:** 07/31/2026 05:16:35. Message: 'We need some additional information before we can continue reviewing your withdrawal request. Please reply to this email and confirm the products and quantities you wish to return. Where applicable, provide more details about the product condition, packaging, or reason for the return, along with any supporting photos or documents. Once we receive your response, our team will review the information and update the request status. Please note that your return has not yet been approved. Do not send any products back until you receive our return instructions.'
 - Pending:** 07/31/2026 05:12:38. Message: 'Request submitted by customer.'

Wait for customer

Use **Wait for customer** when more information is required before you can accept or reject the request.

For example, you may need:

- A clearer photo of a damaged product.
- The product serial number.
- Confirmation of the preferred replacement.
- Additional delivery information.
- Clarification of the customer's request.

Before changing the status, enter a clear customer-facing message explaining:

- What information is missing.
- What the customer should send.
- Where the customer should send it.
- Whether a response deadline applies.

When the status changes to *Wait for customer*, the module sends the related email template if it is active.

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Email
General Settings

Request Management
Request Details

Request REQ-00006
Wait for customer
Back to list

Customer & Order Information

Customer Information

Name: **Jully Test**
Email:
Phone:

Order Information

Order ID: **#EHPK0ZUNR**
Order date: **07/31/2026 05:15:19**
Total paid: **\$150.40**
Payment method: **Cash on delivery (COD)**
Shipping method: **My carrier**
View order

Request Details

Customer reason

Product no longer needed

Communication with customer via email
This request is waiting for information or action from the customer. All communication (questions, additional information, updates, etc.) is handled via email outside of this system. This module only records status changes and sends email notifications.

Products (1)

Product	Base price Tax excluded
 Hummingbird printed sweater (Size: S) Reference number: demo_3	\$28.72

Internal Note (Admin only)

Add an internal note visible to staff only...

Save note

Email Log

Date	Email type	Recipient	Status
07/31/2026 05:22:47	request_wait_customer		Sent
07/31/2026 05:19:57	new_request_customer_confirmation		Sent
07/31/2026 05:19:56	new_request_admin_notification		Sent

Request Overview

Request reference: REQ-00006
Request type: **Cancellation**
Status: **Wait for customer**
Submitted date: 07/31/2026 05:19:55
RMA ID: --

Available Actions

This request is waiting for customer action. Once the customer has provided the requested information, you can update the status below.

Change status to
Select status

Comment / Note to customer *
Enter your message to the customer...

Update status

Status History

Wait for customer

CURRENT

07/31/2026 05:22:46

We need some additional information before we can continue reviewing your cancellation request. Please reply to this email to confirm that you want to cancel the entire order and provide any relevant details about your request. Once we receive your response, our team will review the information and update the request status. Please note that your order has not been canceled yet.

Pending

07/31/2026 05:19:55

Request submitted by customer.

Communication after this status change

All further communication between the merchant and customer takes place through email.

The module does not operate as a live chat or full support ticket system. It **does not**:

- Receive the customer's email reply.
- Store the email conversation.
- Display an email thread in the request detail.
- Automatically detect that the customer has replied.
- Automatically change the request back to Pending.

The customer replies through the email channel provided by the merchant. After receiving the required information, the merchant must return to the Back Office and process the request manually.

Important information received by email can be summarized in an internal note for staff reference.

Accept or reject a request

After reviewing the request, choose the appropriate final action.

Accept a request

Use **Accepted** when the request has been approved.

Depending on the request type and configuration, accepting may:

- Send an acceptance email to the customer.
- Update the request history.
- Update the related PrestaShop order status.
- Display return instructions.
- Create an RMA for an accepted Withdrawal / Return request.

Before accepting, make sure the customer-facing message clearly explains the next steps.

Examples:

- Where to return the products.

- Whether the customer should wait for a return label.
- How an exchange will be arranged.
- Whether the cancellation is confirmed.
- What action will be taken for a complaint.

Important: Accepted does not mean that a refund has already been issued, returned goods have been received or a replacement has been shipped.

Reject a request

Use **Rejected** when the request does not meet your store policy or cannot be approved.

Provide a clear and polite explanation, such as:

- The request was submitted after the allowed period.
- The product is excluded from returns.
- The requested quantity is invalid.
- The order has already been canceled or refunded.
- The provided information does not support the request.

The rejection email is sent when the corresponding template is active.

Internal notes

Internal notes are visible only to Back Office employees.

Use them to record information such as:

- Customer details received by email.
- Warehouse instructions.
- Refund reminders.
- Product inspection results.
- Staff responsibilities.
- Internal decisions.
- Follow-up dates.

Internal notes are **not**:

- Sent to the customer.
- Included in customer emails.

- Displayed on the Front Office request page.

Avoid entering sensitive information that is not necessary for processing the request.

Example:

Customer replied by email on July 30 and provided a clearer damage photo. Warehouse team should inspect the returned item before refund approval.

Status history

The status history provides a timeline of actions performed on the request.

A history entry may include:

- Previous status.
- New status.
- Date and time.
- Employee who performed the action.
- Customer-facing comment.
- Related order status update.

Use the history to understand how the request was processed and who performed each action.

The history does not include the full email conversation between the customer and merchant.

When information is received outside the module, add a short internal note if it is important for future processing.

Bulk actions

Bulk actions allow administrators to update several requests at the same time.

Available actions may include:

- Mark as Wait for customer.
- Mark as Accepted.
- Mark as Rejected.

To use a bulk action:

1. Filter the request list.
2. Select the required requests.
3. Choose the bulk status action.
4. Confirm the operation.
5. Review the result for each request.

EU Withdrawal > Request Management Help

Request Management

Dashboard Request Management Status Management Order Status Management Reason Management Email General Settings

☒	14	REQ-00014	Complaint	YLDLNBW	Pending	08/04/2026 03:40:34	View
☒	13	REQ-00013	Exchange	COCKAPLOQ	Pending	08/04/2026 22:17:00	View
☐	12	REQ-00012	Withdrawal / Return	FOABMFGCN	Accepted	08/04/2026 22:14:57	View
☐	11	REQ-00011	Complaint	FOABMFGCN	Accepted	08/04/2026 21:53:43	View
☒	10	REQ-00010	Withdrawal / Return	FAFRMPNOR	Pending	07/31/2026 05:25:23	View
☐	9	REQ-00009	Withdrawal / Return	LUFNOUOKU	Accepted	07/31/2026 05:23:52	View
☐	8	REQ-00008	Complaint	TTGQWSDU	Rejected	07/31/2026 05:20:51	View
☒	7	REQ-00007	Exchange	ASGUSHDTZ	Wait for customer	07/31/2026 05:20:20	View
☒	6	REQ-00006	Cancellation	EHPKPPZUNR	Wait for customer	07/31/2026 05:19:55	View
☐	5	REQ-00005	Withdrawal / Return	FIOSSZYFJ	Rejected	07/31/2026 05:13:07	View
☐	4	REQ-00004	Withdrawal / Return	BQWHSEESR	Accepted	07/31/2026 05:12:38	View
☐	3	REQ-00003	Complaint	FVOCWVJRS	Accepted	07/31/2026 05:01:08	View
☒	2	REQ-00002	Exchange	RQDVTILY	Wait for customer	07/31/2026 04:55:12	View
☐	1	REQ-00001	Cancellation	IQ7YKXSQ	Accepted	07/31/2026 04:39:35	View

6 selected [Clear selection](#)

Showing 1 to 14 of 14 results

Items per page: 25

☒ Bulk action
Mark as Wait for customer
Mark as Accepted
Mark as Rejected

[Cancel](#)

Use bulk actions carefully because each status change may trigger:

- Customer emails.
- Order status updates.
- Request history entries.
- RMA creation for eligible accepted withdrawals.

Do not bulk-accept requests that require individual product, attachment or policy checks.

Requests on the Back Office order page

The module can display related customer requests directly on the PrestaShop order detail page.

This allows staff to see:

- Request reference.

- Request type.
- Current status.
- Submission date.
- A link to the request detail.

Always review related requests before manually changing an order status or issuing a refund.

Orders

Order #19 FAFRMPNXW from July Test

Boost sales Help

Delivered

Update status

View invoice

Print order

View delivery slip

Return products

Partial refund

Basic information

Customer

Customer Requests

Messages (0)

Products (1)

Status (2)

Payment (1)

ID: 19

Order reference: FAFRMPNXW

Created from cart: #19

Total price: \$136.00

Created on: 07/31/2026 05:24:29

Payment: Bank transfer

Delivery: My carrier

Mrs. July Test

Customer

ID: 5

Email:

Customer type: Registered customer

Account registered: 07/31/2026 05:14:49

Total spent since registration: \$403.92

Validated orders placed: 5

Shipping address:

Invoice address:

Customer private note:

Customer Requests

Reference	Type	Status	Submitted	
REQ-00010	Withdrawal / Return	Pending	07/31/2026 05:25:23	View details

Messages (0)

Choose your order message:

Configure predefined messages:

Display to customer?:

*Message:

Send message

Product

Product	Base price Tax excluded	Quantity	Available	Total Tax excluded	Invoice
Mountain fox notebook (Paper Type: Ruled)	\$12.90	10	267	\$129.00	#IN000013

Items per page: 0 Add a discount

Products	Shipping	Taxes	Total
\$129.00	\$7.00	\$0.00	\$136.00

For this customer group, prices are displayed as: Tax excluded.

Status (2)

Documents (2)

Carriers (1)

Merchandise returns (0)

Delivered

Admin Admin

07/31/2026 05:24:57

Awaiting bank wire payment

07/31/2026 05:24:29

Resend email

Delivered

Update status

Order private note: +

Payment (1)

Date	Payment method	Transaction ID	Amount	Invoice	Employee	
07/31/2026 05:24:57	Bank transfer		\$136.00	#IN000013	-	Details
				\$ #IN000013		Add

Thank you

Thank you for using the **EU Withdrawal** module and for taking the time to read this guide.

We hope this documentation helps you configure the module correctly, manage customer requests more efficiently and provide a clearer after-sales experience for your customers.

Before using the module on a live store, remember to test the complete workflow, review your return policy and make sure your customer service team understands which actions must still be completed manually.

If you experience a problem or need help with the module, please contact our support team and provide the following information whenever possible:

- Module version.
- PrestaShop version.
- PHP version.
- A clear description of the issue.
- Steps to reproduce it.
- Relevant screenshots or error messages.

Providing complete information will help the support team investigate and respond more effectively.

Thank you for choosing our module.