PRODUCT REVIEWS

Allow customers to submit their product reviews, ratings, questions & answers on specific criteria

A product of PrestaHero

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I. INTRODUCTION

Product Reviews is a PrestaShop module that allows merchants to collect, manage, and display product reviews, ratings, and customer questions & answers (Q&A) directly on product pages.

The module provides a complete moderation system, review criteria, optional vouchers, email notifications, and integration with Google Rich Snippets and Google Merchant Center. All features are designed to work with verified orders and configurable permission rules, helping merchants maintain reliable and high-quality user-generated content.

***Product Reviews** is compatible with PrestaShop 1.6.x, 1.7.x, 8.x and 9.x*

II. INSTALLATION

The **Product Reviews** module is installed like any standard PrestaShop module.

1. Go to **Back Office** → **Modules** → **Module Manager**
2. Click **Upload a module**
3. Upload the module package: **ets_reviews.zip**
4. Click **Install**, then **Configure** once the installation is complete

After installation, the module configuration page can be accessed from the **Configure** button in **Module Manager**, or the **Quick access menu** in the Back Office.

Before configuring features, it is strongly recommended to:

- Clear PrestaShop cache (**Advanced Parameters** → **Performance** → **Clear cache**)
- If your store uses full page cache, cache modules, or reverse proxy / CDN, make sure the review-related hooks are not cached. Otherwise, reviews or ratings may not appear correctly in the front office.

- If your theme heavily customizes product templates, verify that:
    - The product page hook is present
    - JavaScript and CSS files are loaded correctly

If all checks pass, the module is ready for configuration.

III. GLOBAL SETTINGS

The **Global Settings** section controls how reviews and Q&A are displayed, who can submit content, how security is handled, and how the module behaves in terms of performance and compatibility.

This section applies to both **Reviews** and **Questions & Answers** unless otherwise specified.

1. Languages and display behavior

To begin, navigate to the **Product Reviews** module on the quick access menu. Click **Settings** to open the settings page > Select the **General** tab.

Enable multiple languages for review: Allows customers to submit reviews in different languages. Enable this option if your store is multilingual. Reviews are not translated automatically.

How to display reviews, comments, Q&A and replies: Choose whether to display content from all languages, or only the currently selected language. Displaying all languages is recommended for stores with an international audience.

How to display ratings and questions when no data is available: Select how the review and Q&A sections should appear when there are no ratings or questions yet (for example, show an empty block or hide the section).

2. Security and reCAPTCHA

These settings help protect review and Q&A forms from spam and automated submissions.

Enable reCAPTCHA for: Select where reCAPTCHA should be applied (reviews, questions, answers, comments, or replies).

reCAPTCHA type: Choose the reCAPTCHA version to use:

- Google reCAPTCHA v2 Legacy
- Google reCAPTCHA v3 Legacy
- Google reCAPTCHA Enterprise (checkbox and score-based)

Do not require registered users to enter reCAPTCHA: When enabled, logged-in customers can submit content without completing reCAPTCHA.

Important notes

- *Google reCAPTCHA Enterprise requires **Enterprise-specific keys** and cannot reuse v2 or v3 keys.*
- *If reCAPTCHA is misconfigured, review or Q&A forms may fail to submit.*

3. Review eligibility & order validation

These settings control who can leave reviews and when reviews are allowed.

Validated order statuses: Select the order statuses that allow customers to submit a review. Only customers with orders in the selected statuses can leave reviews.

Who can write reviews for products: Define which users are allowed to submit reviews (for example, only customers who purchased the product).

Who can rate products: Define which users are allowed to submit ratings.

Recommendation

*For higher review reliability, allow reviews and ratings **only from customers who have purchased the product** and use a validated order status such as "Delivered".*

4. Activity logging & customer identity

Recorded activities: Enable activity logging to track actions related to reviews and Q&A (such as submissions, approvals, or edits). This option is useful for moderation and internal monitoring but is not required for normal operation.

Display customer name: Choose how customer names are displayed in reviews and Q&A (full name, partial name, or hidden).

5. Performance & compatibility

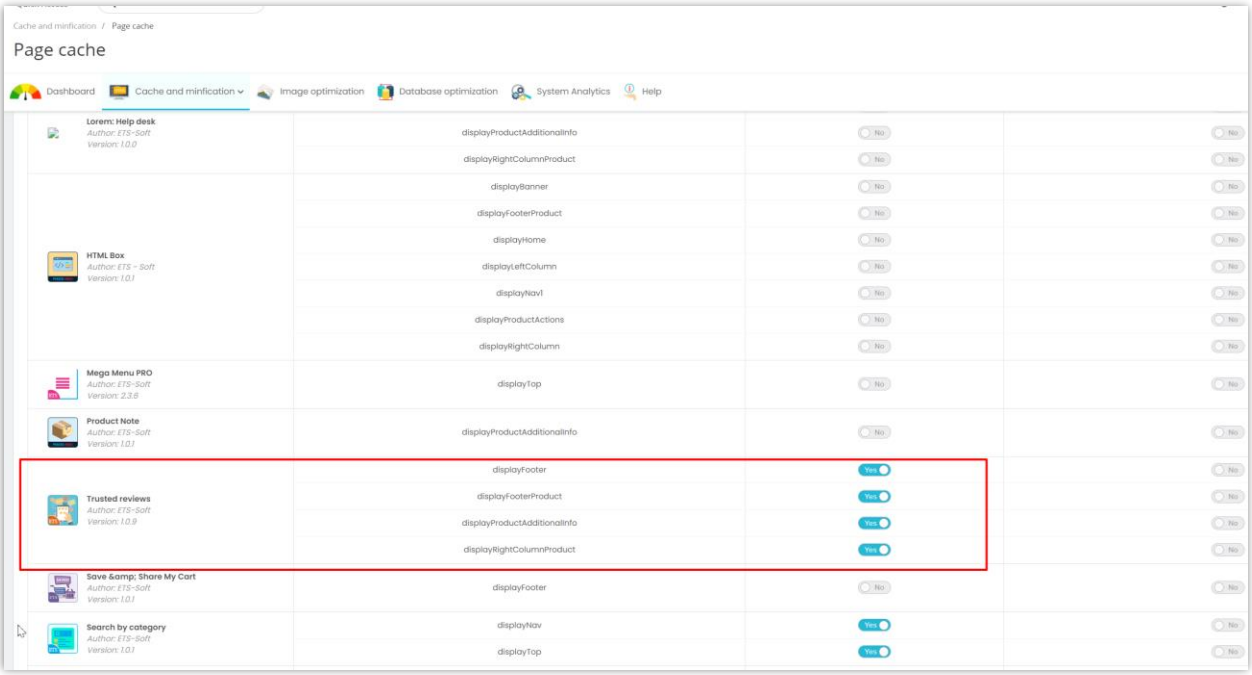
These options help optimize performance and prevent conflicts with themes or third-party modules.

Enable cache: Enables caching for product review and Q&A data to improve page loading speed. Recommended for stores with high traffic or a large number of reviews.

Cache lifetime: Defines how long cached review data is stored. Leave empty for permanent caching. Clear cache manually after changing review-related settings.

Note

*The "**Product Reviews**" module is compatible with "**Super Speed**" module developed by **PrestaHero**. If your website is running "**Super Speed**" module, please navigate to "**Cache and minification" > "Page cache" > "Exceptions"** tab and turn on the hooks for "**Product Reviews**" module.*



Disable Slick library: Enable this option if your theme already includes the Slick slider library, to avoid JavaScript conflicts.

IV. REVIEW – HOW TO CONFIGURE CORRECTLY

This section explains how to configure product reviews and ratings correctly from **Settings** → **Reviews**. These settings control who can submit reviews, how reviews are approved, how often reviews can be posted, and how reviews are displayed on the front office.

1. Review submission permissions

These options define **who is allowed to write reviews and ratings**.

Who can write reviews for products: Select which customers are allowed to submit product reviews.

Who can rate products: Select which customers are allowed to submit ratings.

Recommendation

*To ensure review credibility, it is strongly recommended to allow reviews and ratings **only from customers who have purchased the product**.*

Note

If customers cannot submit reviews, verify that:

- *They meet the selected permission rules*
- *Their order status is included in the validated order statuses (see* **GLOBAL SETTINGS***)*

2. Review approval and moderation

These settings control how reviews are validated and moderated.

All reviews must be validated by an employee: When enabled, all new reviews must be approved by an admin before being displayed.

Auto-approve review if customer has purchased product: Automatically approves reviews submitted by verified buyers.

Decline product review, comment, reply: Allows admins to decline inappropriate or unwanted content.

Recommended setup (most stores)

- *Enable manual validation*
- *Enable auto-approval for customers who purchased the product*

This combination keeps review quality high while reducing moderation workload.

3. Review frequency and content limits

These options help prevent spam and abusive behavior.

Maximum number of reviews per user: Limits how many reviews a customer can submit. Leave empty for no limit.

Minimum time between 2 reviews from the same user: Defines the minimum time interval (in seconds) between two reviews from the same user. Example: 86400 = 24 hours.

Minimum / Maximum content length of review: Defines the allowed length of review content (in characters).

Note

- *These limits are optional*
- *Enable them only if your store experiences spam or low-quality reviews*

4. Comments and replies on reviews

These settings control interactions inside product reviews.

Who can comment (or reply) on a review: Define who is allowed to comment on or reply to a review:

- Any registered user
- Admin and review author
- Admin only

Always show comment/reply box: Displays the comment or reply box by default under each review.

Recommendation

*If you do not actively moderate comments, restrict commenting to **admin only** to avoid spam.*

5. Media, labels and trust indicators

These options enhance review content and build trust.

Allow users to upload photos/videos in their review: Allows customers to attach photos or videos to their reviews.

Maximum number of uploaded photos/videos: Defines how many media files can be uploaded per review.

Verified purchase label: Displays a label for reviews submitted by customers who purchased the product. Leave empty to disable the label.

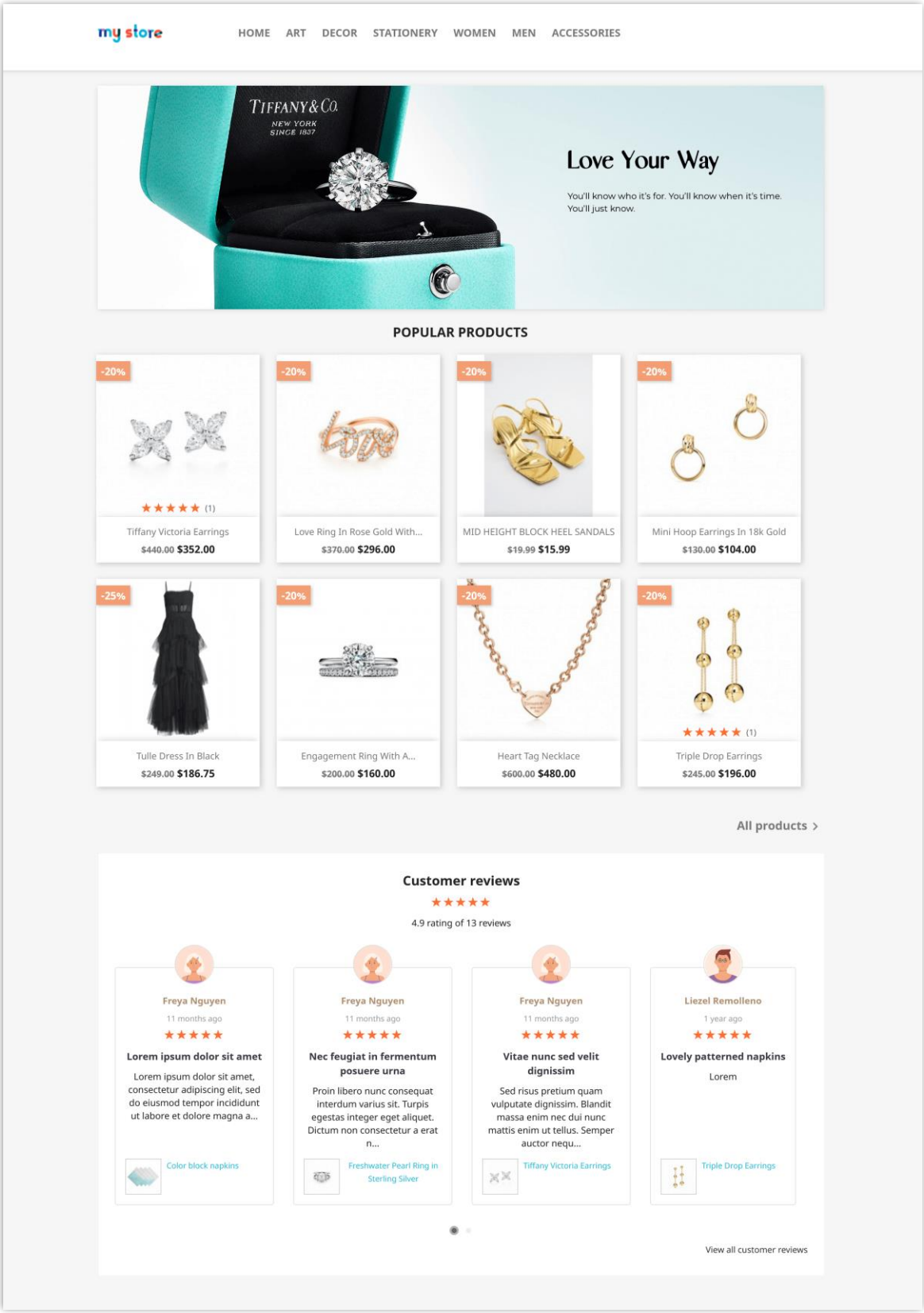
Note

Displaying the verified purchase label helps distinguish genuine reviews from guest submissions.

6. Review display and positioning

These settings control where and how reviews are displayed on the store.

Display average rating and the latest reviews on the homepage: Shows review summaries on the homepage.


my store
HOME ART DECOR STATIONERY WOMEN MEN ACCESSORIES
TIFFANY & Co.
NEW YORK
SINCE 1837
Love Your Way
You'll know who it's for. You'll know when it's time.
You'll just know.
POPULAR PRODUCTS
-20%
(1)
Tiffany Victoria Earrings
$440.00 $352.00
-20%
Love Ring In Rose Gold With...
$370.00 $296.00
-20%
MID HEIGHT BLOCK HEEL SANDALS
$19.99 $15.99
-20%
Mini Hoop Earrings In 18k Gold
$130.00 $104.00
-25%
Tulle Dress In Black
$249.00 $186.75
-20%
Engagement Ring With A...
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-20%
Heart Tag Necklace
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-20%
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Tiffany Victoria Earrings
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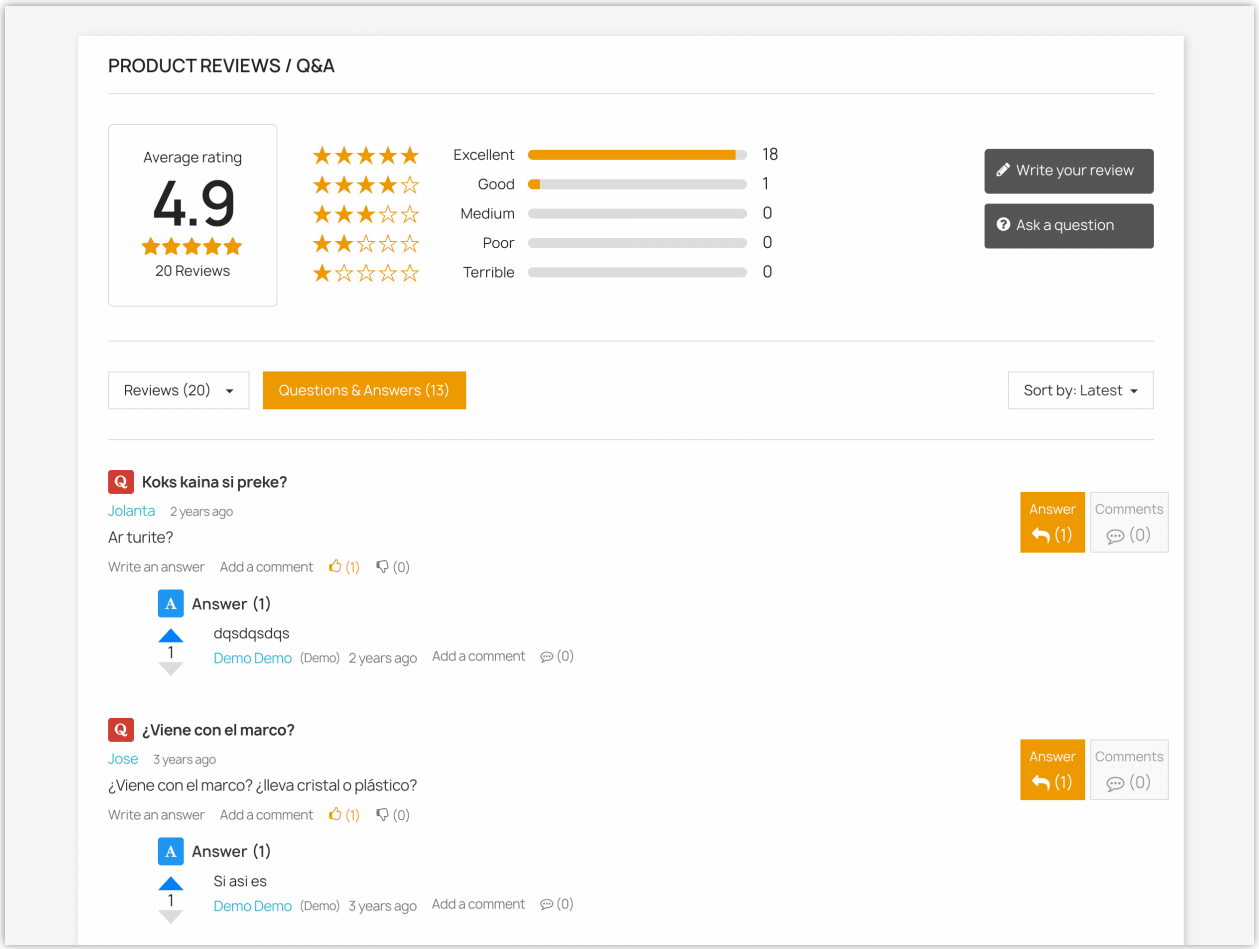
1 year ago
Lovely patterned napkins
Lorem
Triple Drop Earrings
View all customer reviews

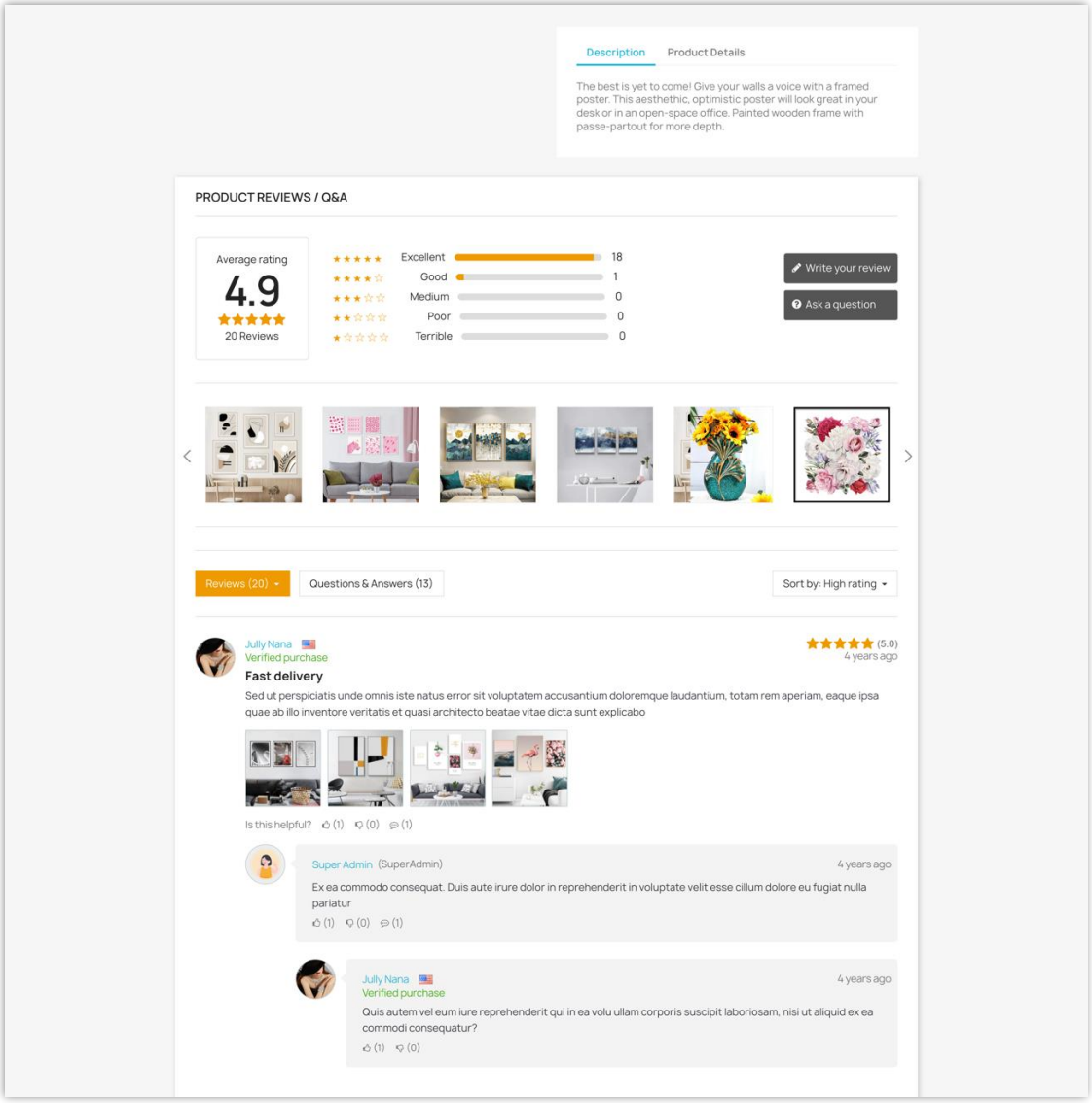
“Average review” block position: Select where the average rating block appears on the product page:

- Under the “Add to cart” button
- Under the product price
- Under the “Share” buttons
- In the “Customer reassurance” block
- Custom hook: Use this option if your theme requires a custom position for review content.

Important note:

- *Changes in review settings may not be visible immediately due to caching.*
- *Always clear PrestaShop cache after updating review configurations.*

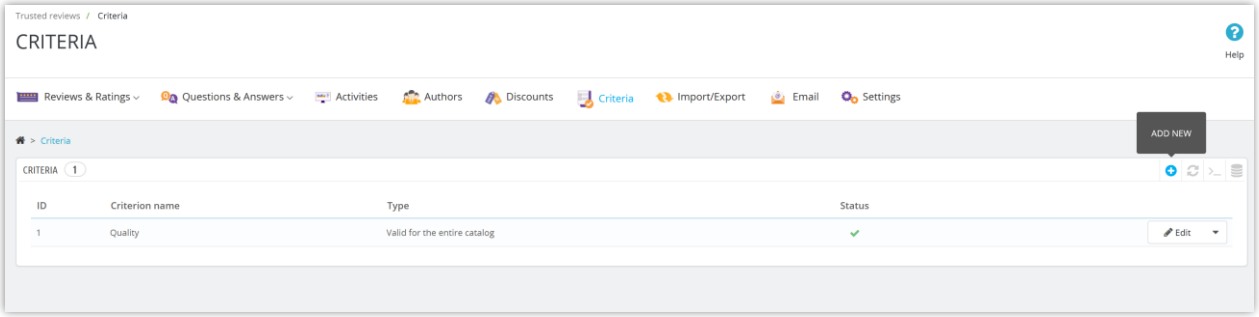


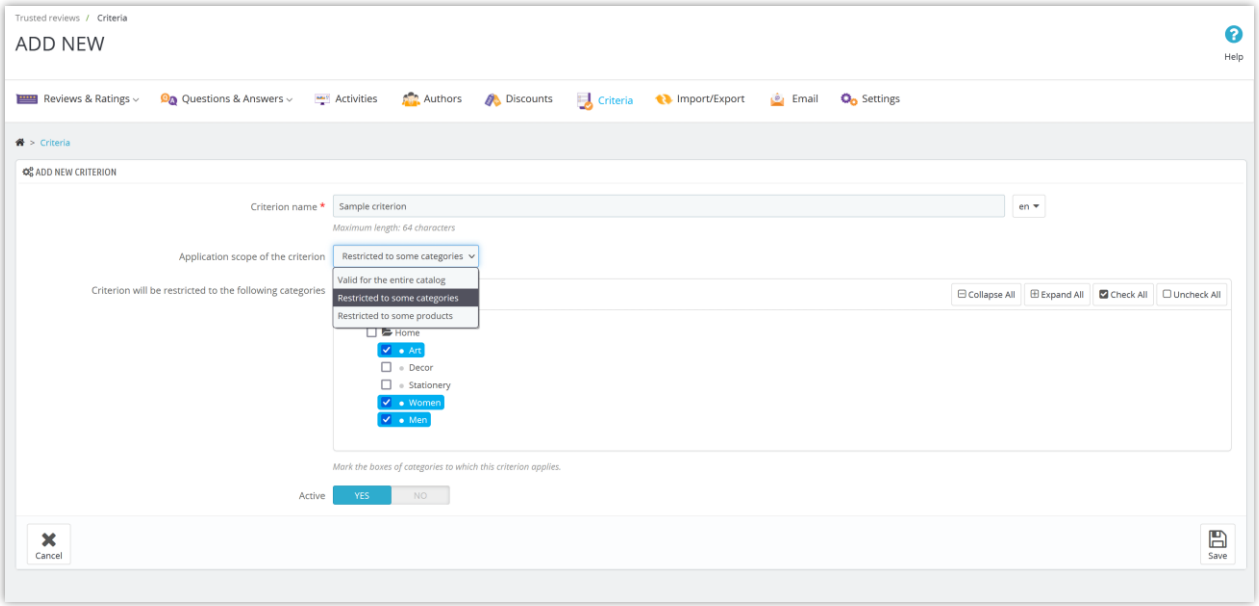


7. Review criteria

Review criteria allow you to collect ratings based on specific aspects of a product, such as quality, design, or value for money. To access: go to **Criteria** page.

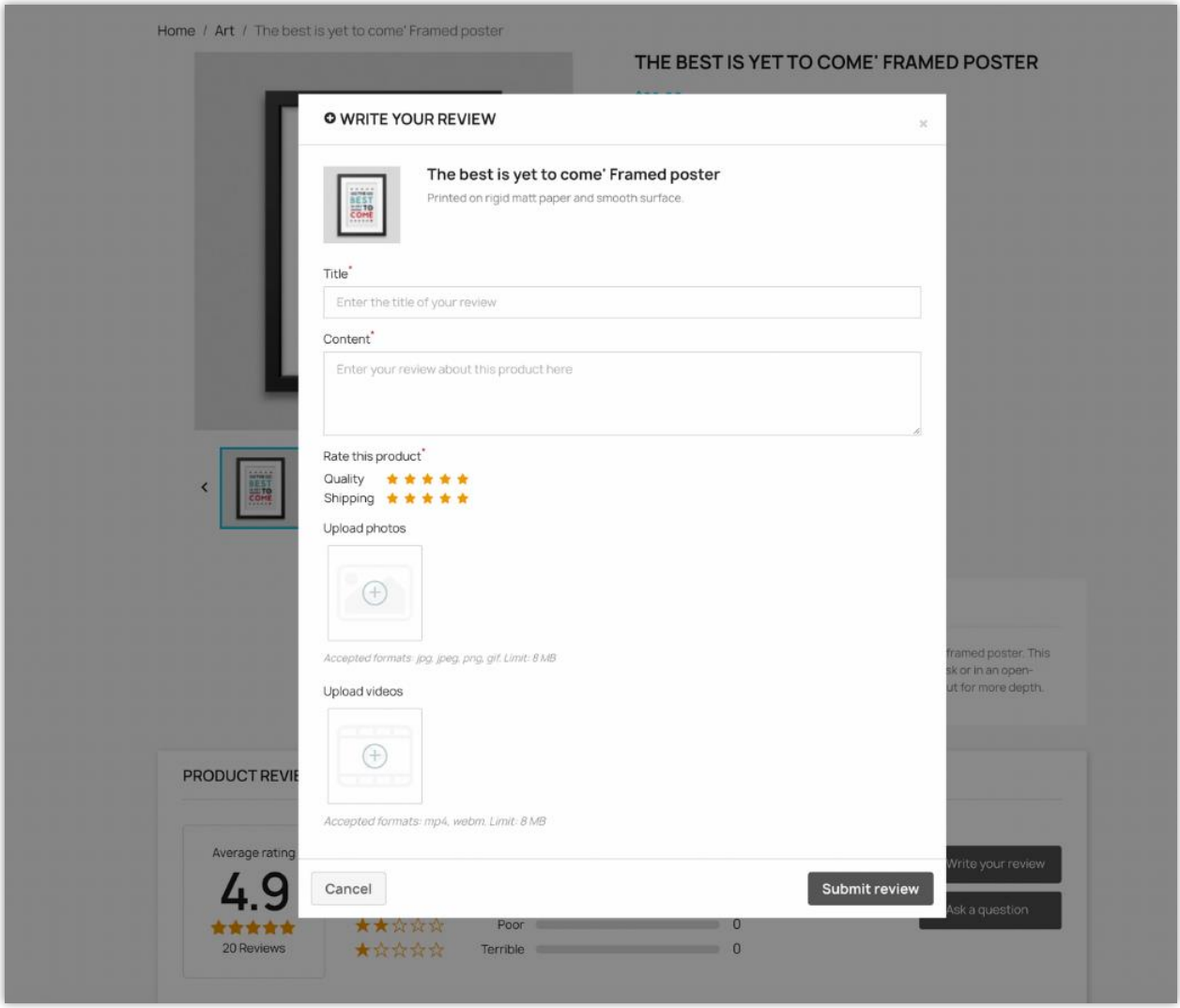
Criteria are optional. If no criteria are defined, customers can submit a single overall rating for the product.





How review criteria work

- Each criterion appears as a separate rating field in the review form
- The overall rating is calculated from all defined criteria
- Criteria can be applied globally or limited to specific products



When to use review criteria

- Use criteria if you want more detailed feedback
- Useful for products where multiple aspects matter (e.g. quality, durability, usability)

Important notes

- *Changing criteria affects only new reviews*
- *Existing reviews are not recalculated*
- *Keep the number of criteria limited to avoid complex review forms*

V. REVIEW MANAGEMENT

This section explains how store admins and authorized staff can **manage reviews, comments, and replies** from the Back Office, including moderation actions and review export for Google Shopping.

All management features are available after the module is installed and configured.

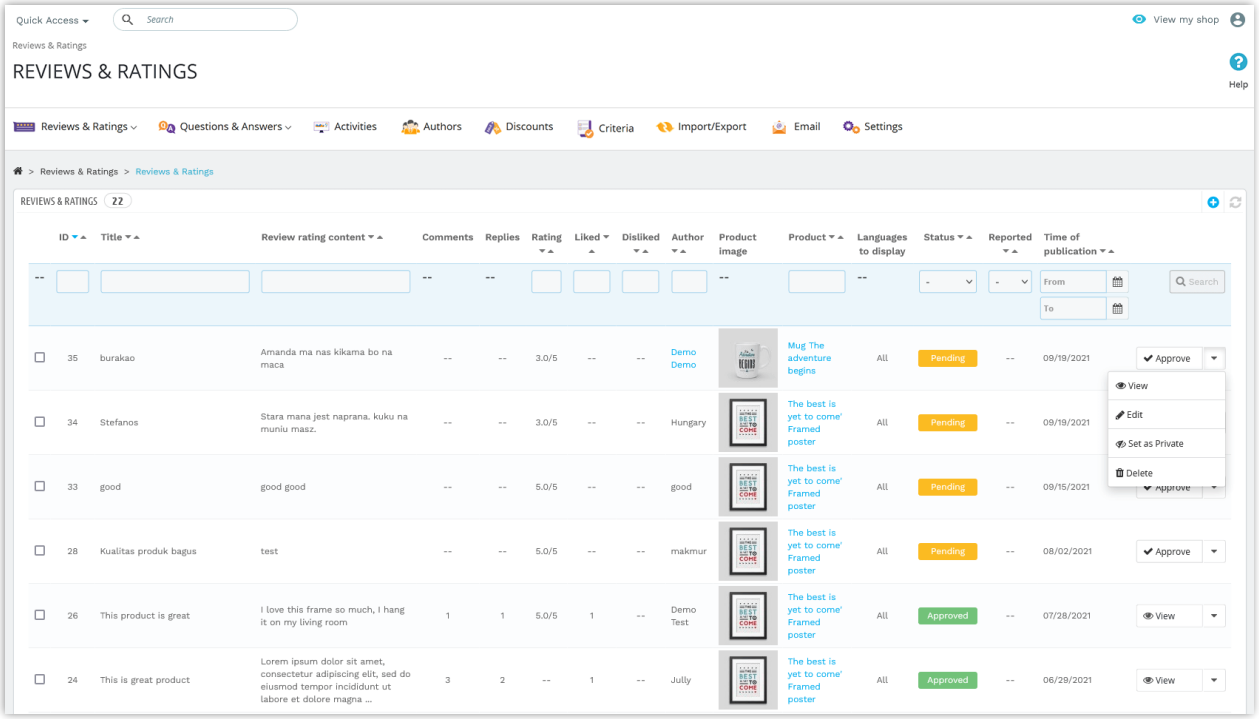
1. Reviews and ratings list

The **Reviews & Ratings** page displays all product reviews submitted by customers. To access:

- Open the **Product Reviews** module configuration
- Go to **Reviews & Ratings** → **Reviews & Ratings**

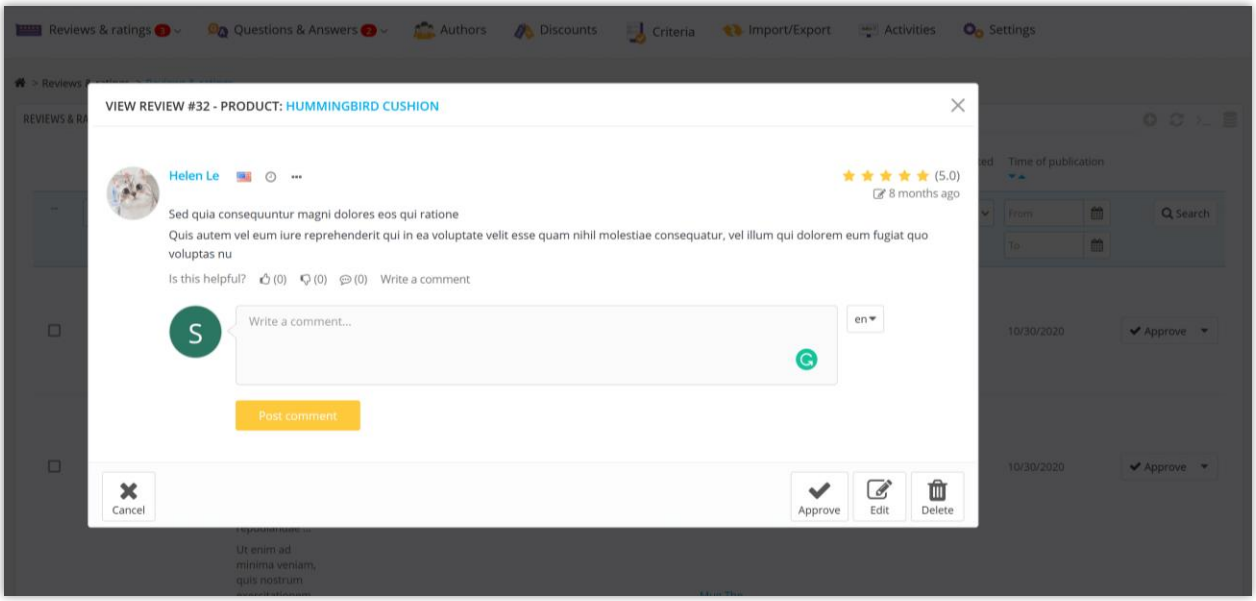
Each review record includes:

- Review content and rating
- Author
- Product
- Language
- Status (pending, approved, private)
- Publication date
- Number of comments and replies



Available actions:

- View review details
- Approve or unapproved a review
- Edit review content
- Set review as private
- Delete review
- Reply to a review as admin



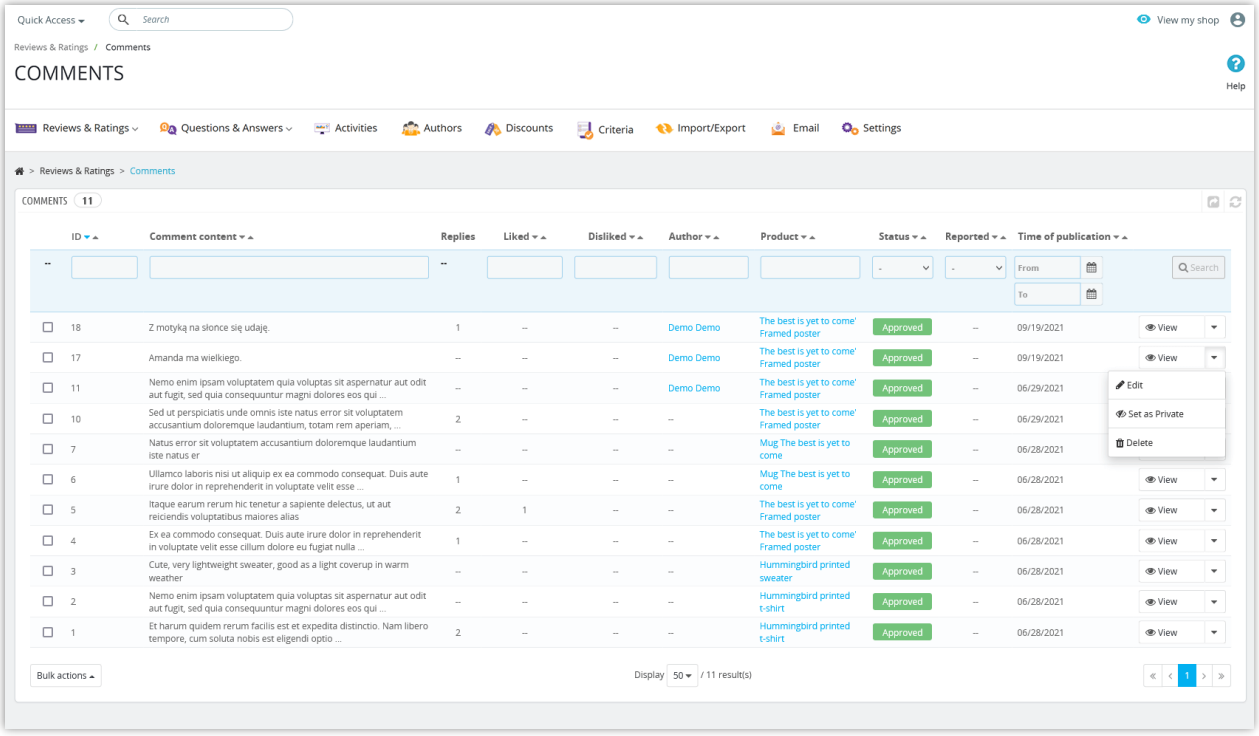
Admins can filter and search reviews by product, author, status, or date.

2. Comments on reviews

The **Comments** page lists all comments submitted on product reviews. To access: go to **Reviews & Ratings** → **Comments**.

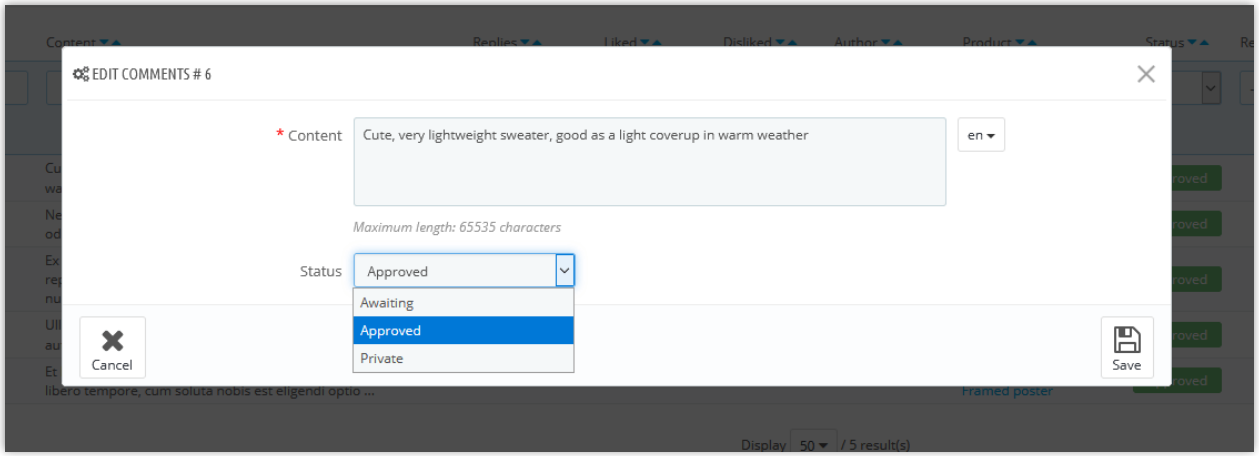
Each comment record shows:

- Comment content
- Related review and product
- Author
- Status
- Publication date
- Number of replies



Available actions:

- Approve or unapprove comments
- Edit comment content
- Set comment as private
- Delete comments
- Reply to comments



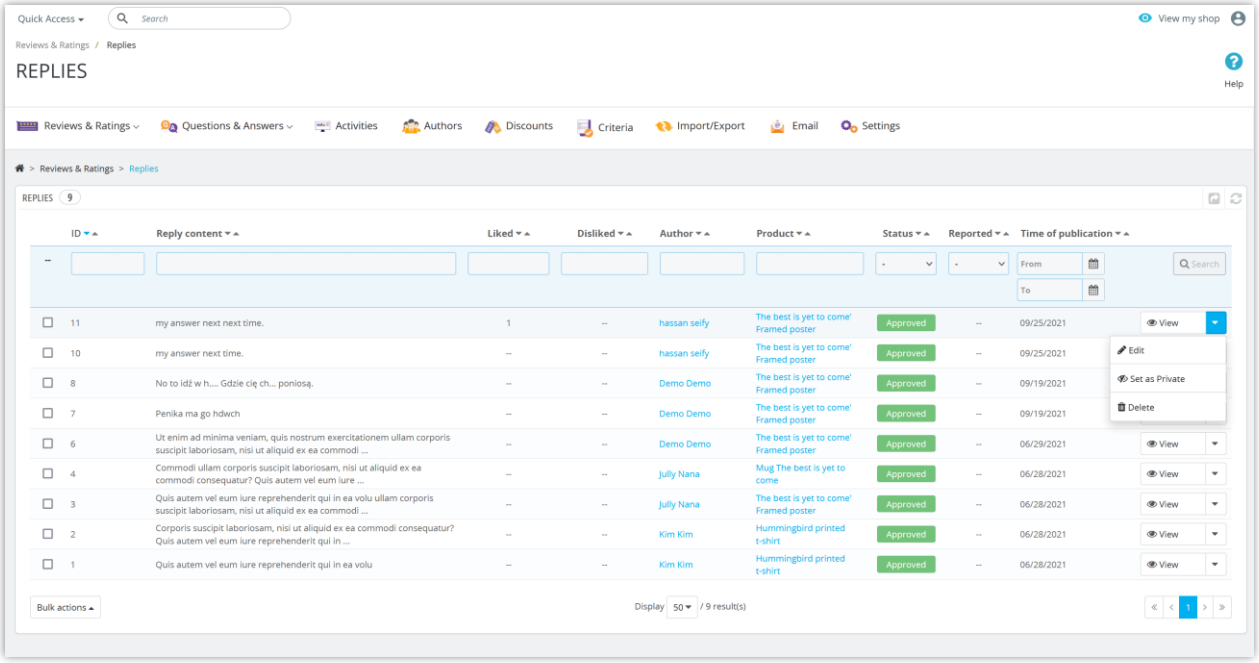
This section allows admins to moderate customer interactions related to reviews.

3. Replies management

The **Replies** page contains all replies made to review comments. To access: go to **Reviews & Ratings → Replies**.

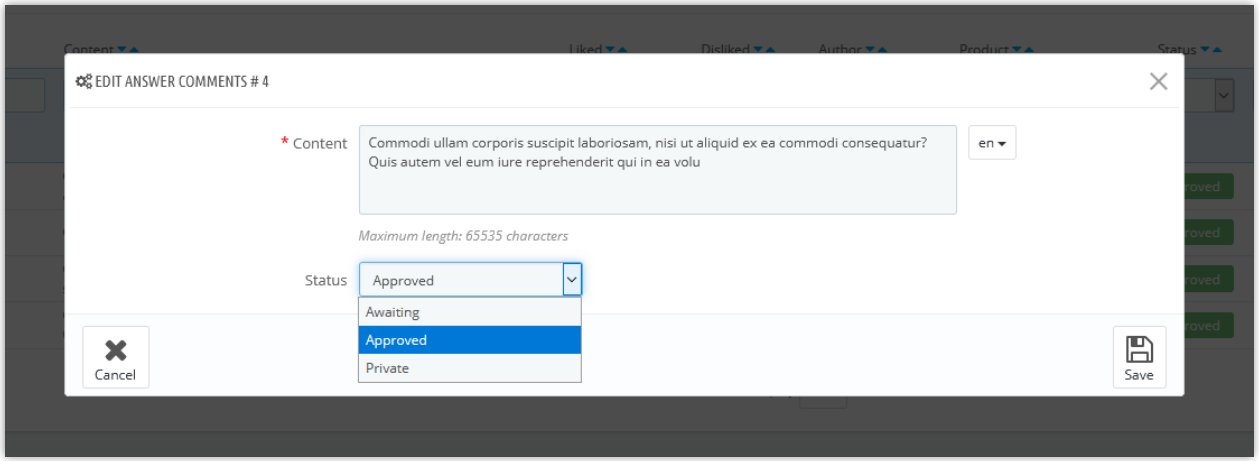
Each reply record includes:

- Reply content
- Related review and product
- Author
- Status
- Publication date



Available actions:

- Approve or unapproved replies
- Edit replies
- Set replies as private
- Delete replies



Replies are managed independently to ensure full control over review discussions.

4. Bulk actions

For faster moderation, the module supports bulk actions on reviews, comments, and replies.

Admins can:

- Select multiple items
- Approve selected items
- Delete selected items

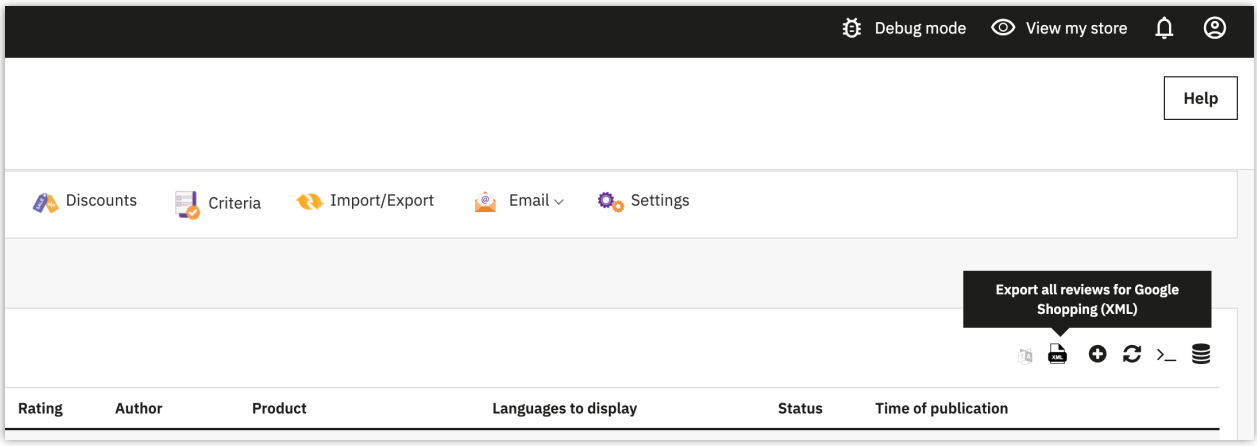
Bulk actions are useful when handling a large number of pending reviews or spam submissions.

5. Export reviews for Google Shopping (XML)

The module supports exporting product reviews to an XML file that is compatible with **Google Shopping / Google Merchant Center** review feeds. This feature allows merchants

to submit verified customer reviews to Google so they can be used for **Product Ratings** and **Rich Results** in Google Shopping listings.

At the top-right corner of the reviews list, you will find the button: "**Export all reviews for Google Shopping (XML)**". Clicking this button will generate and download an XML file containing all eligible reviews.



Only reviews that meet the following conditions are exported:

- Reviews are approved/published
- Reviews are associated with a valid product
- Reviews contain a rating value
- Reviews comply with Google Shopping review feed requirements
- Draft, pending or private reviews are not included.

The generated XML file can be uploaded directly to Google Merchant Center under the **Product Reviews** feed section. Once approved, Google may display star ratings and review snippets in Shopping results.

Notes and limitations

- *Google review approval is handled entirely by Google, not by the module.*
- *Exporting reviews does not guarantee that Google will display them.*

- *Review moderation and compliance with Google policies remain the merchant's responsibility.*
- *The export reflects the review data at the time of generation. Any later changes require re-exporting the file.*

VI. QUESTION & ANSWER – HOW TO CONFIGURE CORRECTLY

This section explains how to configure the **Questions & Answers (Q&A)** feature from **Settings → Questions & Answers**.

These settings control who can ask questions, who can answer, how content is validated, and how Q&A content is displayed on the product page.

1. Enabling Q&A & submission permissions

Enable questions & answers: Enables or disables the Q&A feature on product pages.

Allow guests to add a question: Allows non-registered visitors to submit product questions.

Recommendation

- *Enable guest questions only if reCAPTCHA is active*
- *For better control, restrict Q&A to registered customers*

2. Validation & moderation rules

These options control how Q&A content is approved.

All questions must be validated by an employee: When enabled, questions must be approved by an admin before being published.

Auto-approve comment/answer: Automatically approves answers and comments once submitted.

Recommended setup (most stores)

- *Enable manual validation for questions*
- *Enable auto-approval for answers and comments from admins*

This setup ensures quality while keeping response time fast.

3. Answering & commenting permissions

These options define who can respond to questions.

Who can answer (or comment) to a question: Choose one of the following:

- Any registered user
- Admin and author of the question
- Admin only

Recommendation

*If product accuracy is important, restrict answers to **Admin only**.*

4. Editing & deletion permissions

These settings control whether users can modify Q&A content.

Allow customers to delete questions: Allows customers to delete their own questions.

Allow customers to delete questions, comments, or replies when their status is approved: Allows deletion even after content is approved.

Allow customers to edit questions: Allows customers to edit their questions before approval.

Allow customers to edit questions, answers, or comments when the status is approved: Allows editing after approval.

Note

- *Allowing edits or deletions after approval may affect content consistency.*
- *Restrict these permissions if moderation control is required.*

5. Interaction settings

These options control customer interaction with Q&A content.

Enable like/dislike: Allows customers to vote on questions and answers.

Always show answer box: Displays the answer box by default under questions.

Always show comment box: Displays the comment box by default.

Recommendation

Disable voting and comments if you want Q&A to remain admin-controlled.

6. Content limits & frequency control

These settings help prevent spam and low-quality submissions.

Minimum time between 2 questions from the same user: Defines the minimum interval (in seconds) between two questions from the same user.

Minimum content length of question, comment, or answer: Sets the minimum number of characters required.

Maximum content length of question, comment, or answer: Sets the maximum allowed content length. Leave empty for the default limit.

7. Display & sorting options

These options control how Q&A content appears on the product page.

Number of initial questions: Defines how many questions are displayed initially.

Number of questions per "View more": Defines how many additional questions are loaded when clicking "View more".

Number of initial answers / replies: Defines how many answers or replies are displayed initially.

Number of answers / replies per "View more": Defines how many additional items are loaded each time.

Display the publish time of the question: Shows the publication date of each question.

By default, sort questions by: Choose the default sorting method:

- Latest
- Oldest
- Helpful

VII. Q&A MANAGEMENT

This section explains how store admins and authorized staff can **manage product questions, answers, and related comments** from the Back Office.

All moderation and management actions are available after the Q&A feature is enabled.

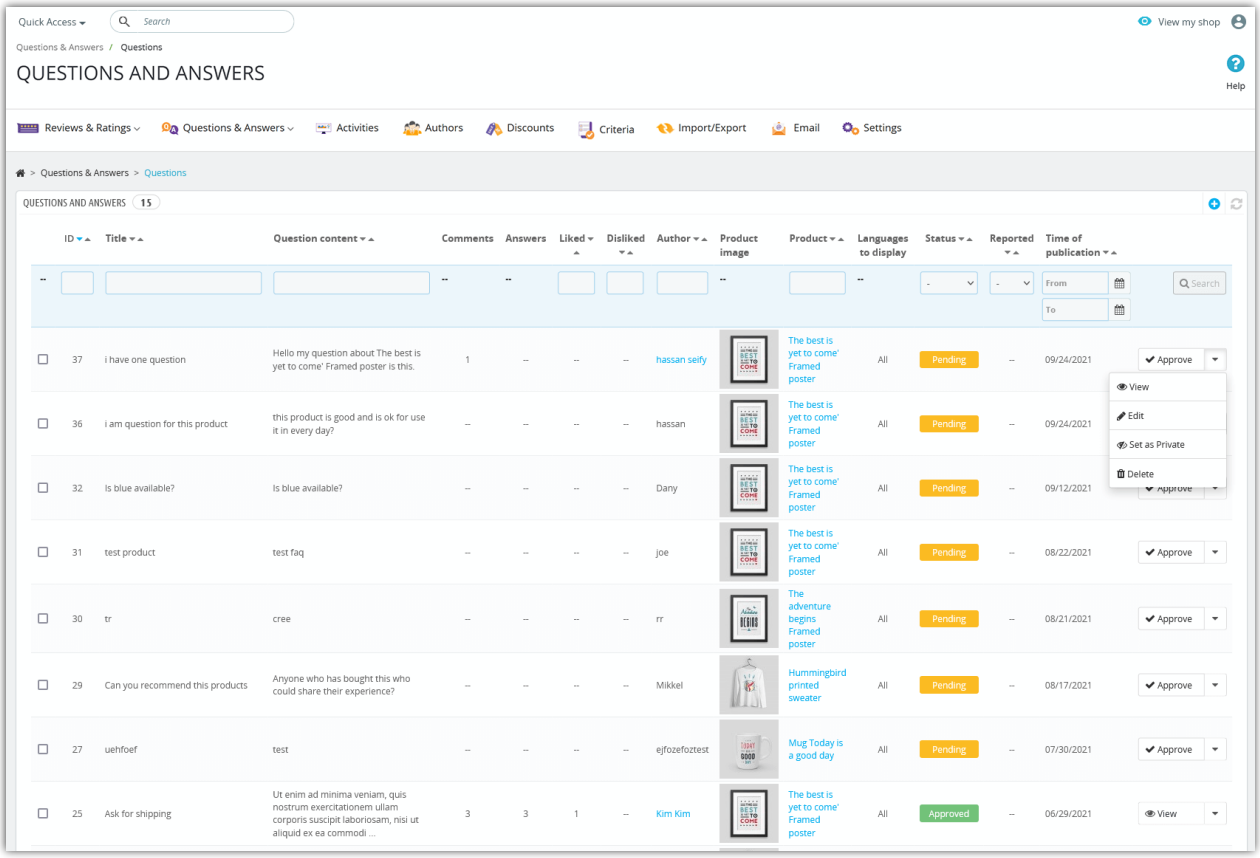
1. Question list

The **Questions list** displays all customer questions submitted for products. To access:

- Open the **Product Reviews** module configuration
- Go to **Questions & Answers → Questions**

Each question record includes:

- Question content
- Related product
- Author
- Language
- Status (pending, approved, private)
- Publication date
- Number of answers and comments



Available actions:

- View question details
- Approve or unapprove a question
- Edit question content
- Set question as private
- Delete a question
- Answer a question as admin

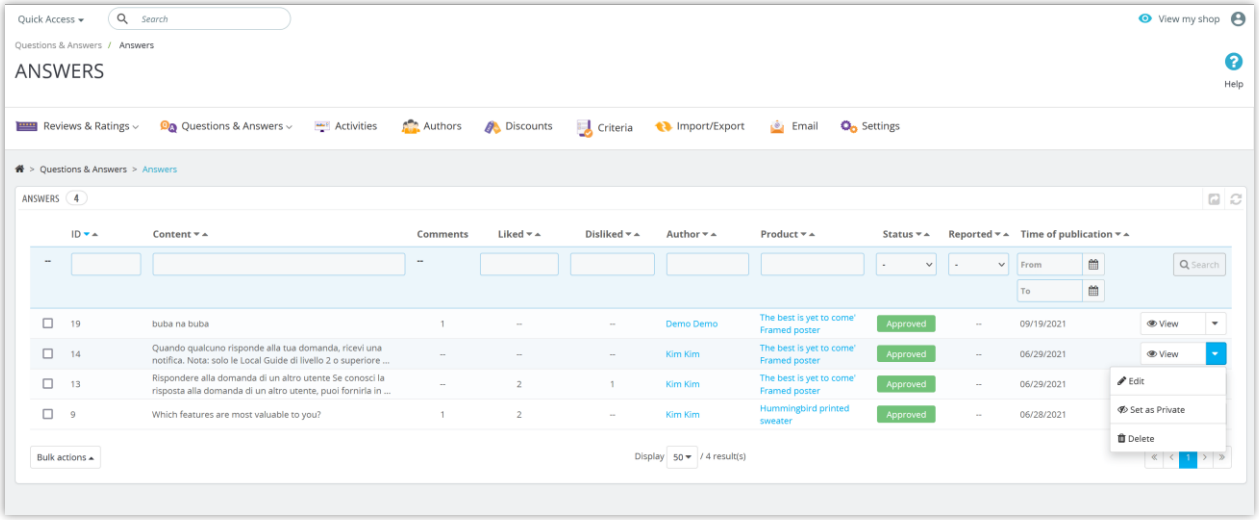
Admins can filter and search questions by product, author, status, or date.

2. Answers List

The Answers list contains all answers submitted for product questions. To access: go to **Questions & Answers → Answers**.

Each answer record shows:

- Answer content
- Related question and product
- Author
- Status
- Publication date



Available actions:

- Approve or unapproved answers
- Edit answer content
- Set answers as private
- Delete answers

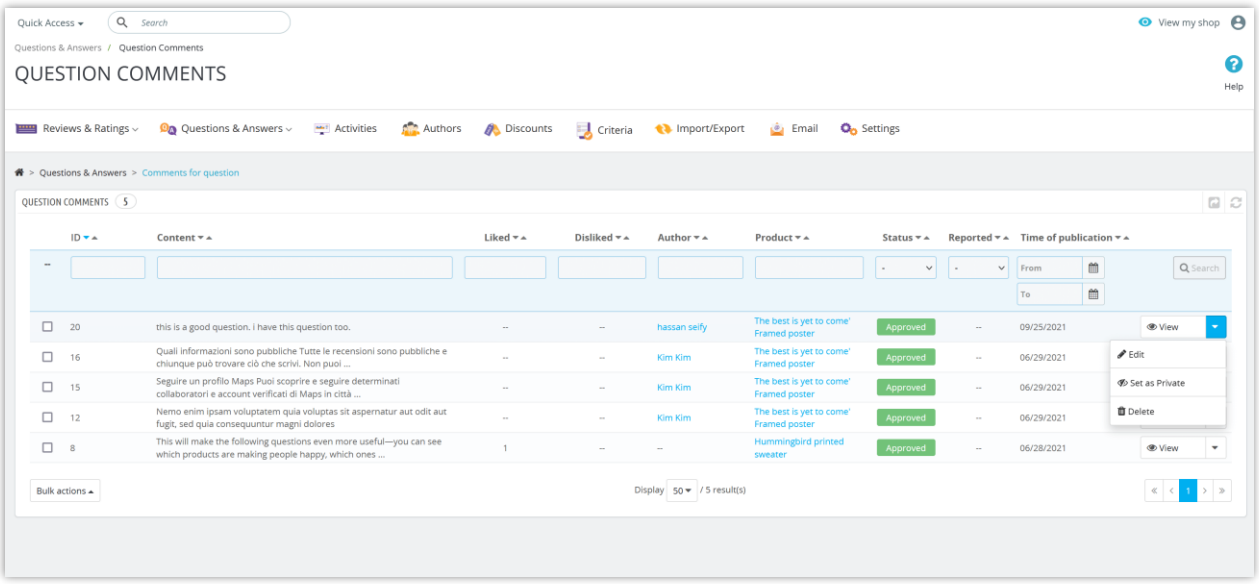
This list allows admins to manage responses independently from questions.

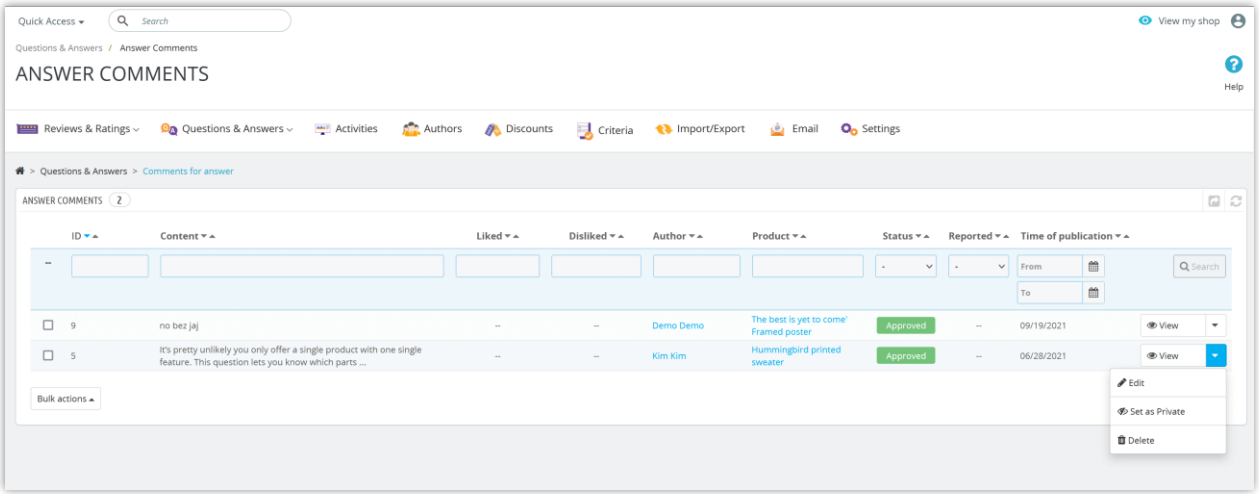
3. Comments on Questions and Answers

The module supports comments on both questions and answers.

To access:

- **Questions & Answers → Comments for question**
- **Questions & Answers → Comments for answer**





Each comment record includes:

- Comment content
- Related question or answer
- Product

- Author
- Status
- Publication date

Available actions:

- Approve or unapprove comments
- Edit comments
- Set comments as private
- Delete comments
- Reply to comments

This allows full moderation of discussions related to Q&A.

4. Bulk actions

To manage large volumes of Q&A content efficiently, the module provides bulk actions.

Admins can:

- Select multiple questions, answers, or comments
- Approve selected items
- Delete selected items

Bulk actions are useful when moderating spam or processing many pending submissions at once.

VIII. VOUCHER SETTINGS & DISCOUNT CODES

The **Voucher** feature allows you to reward customers with a discount code after they submit a product review. This feature is optional and should be configured carefully to avoid low-quality or biased reviews.

All voucher-related options are available in **Settings** → **Voucher**.

1. Enabling review vouchers

Offer a voucher code to new review: When enabled, the module automatically generates a discount code for customers after they submit a review.

Only give voucher for rating of 5 stars: Restricts voucher generation to reviews with a 5-star rating.

Only give voucher for the first review of each customer on each product: Ensures that each customer receives a voucher only once per product.

Recommendation

*To avoid abuse, enable vouchers **only for the first review per product**, and avoid rewarding every review without limits.*

2. Discount code configuration

These options define how the generated voucher behaves.

Discount options: Choose the type of discount code to generate.

Discount prefix: Adds a custom prefix to generated vouchers, making them easier to identify in the Back Office.

Free shipping: Adds free shipping to the voucher if enabled.

Apply a discount: Choose the discount type:

- Percentage
- Fixed amount
- None (voucher without price reduction)

Discount percentage / amount: Defines the discount value applied to the order.

3. Voucher conditions & restrictions

These options control when and how vouchers can be used.

Discount availability: Defines the validity period of the voucher.

Minimum amount: Sets the minimum cart total required to use the voucher.

Currency: Selects the currency in which the voucher is applied.

Tax: Defines whether the discount amount includes or excludes tax.

Shipping: Defines whether shipping costs are included in the discount calculation.

4. Voucher compatibility rules

Exclude discounted products: Prevents the voucher from being applied to products that already have discounts.

Can use with other vouchers in the same shopping cart: Allows or prevents combining this voucher with other discount codes.

Highlight: Highlights the voucher in the customer's account area.

5. "Thank You" popup message

"Thank you" popup message: Customizes the popup message displayed to customers after their review is approved and a voucher is generated.

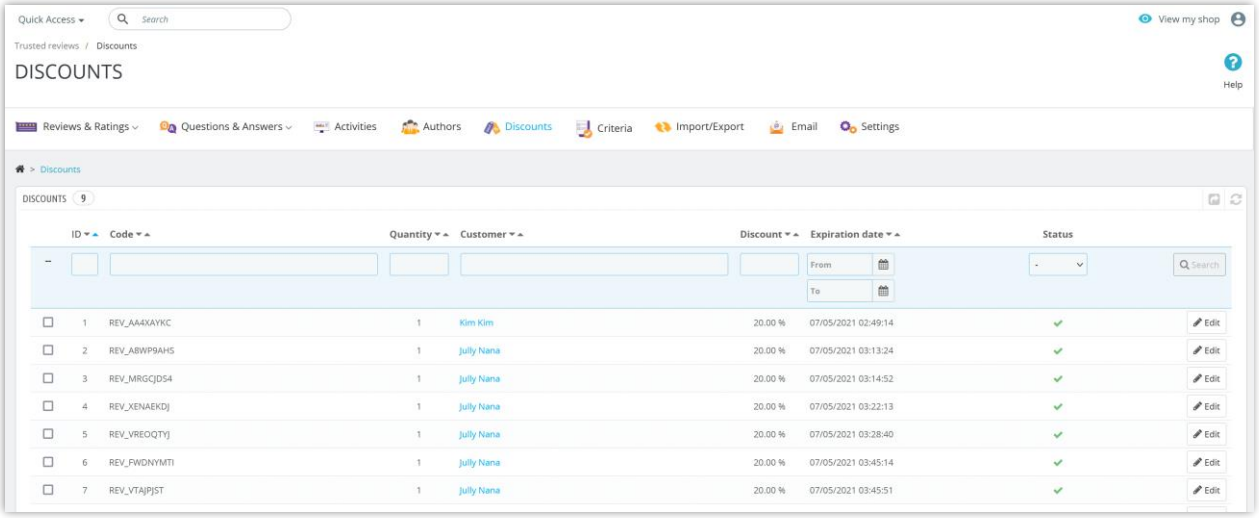
Use this message to clearly explain:

- The voucher reward
- Any conditions or limitations
- Where the customer can find the voucher

Important notes

- *Vouchers are generated only after a review is approved, not immediately after submission.*
- *Incentivized reviews may not be eligible for display in Google Rich Snippets or Google Shopping, depending on Google policies.*
- *Use voucher rewards as an incentive for feedback, not as a guarantee of positive reviews.*

Store admin can view the voucher code (discount code) list generated for customers when they submit a review successfully from the **Discount** page:



IX. GOOGLE INTEGRATION (RICH SNIPPETS)

The **Product Reviews** module supports integration with Google by providing structured review data that can be used for **Rich Snippets** and **Google Merchant Center** review feeds.

This section explains how the integration works and what is required for Google to display ratings.

1. Google Rich Snippets (Structured data)

The module automatically adds structured data (schema.org) for product ratings and reviews on product pages. When supported by the theme, Google may display:

- star ratings,
- review count,
- average rating

in search results.

Important notes

- *Google decides whether rich snippets are shown; this is not guaranteed*
- *Reviews must comply with Google's structured data guidelines*
- *Incentivized reviews may be ignored by Google*

2. Theme compatibility & manual hook

Most standard PrestaShop themes are supported automatically. However, some custom themes may require a manual hook to ensure review data is included.

If ratings do not appear in Google results, you can manually add the hook below.

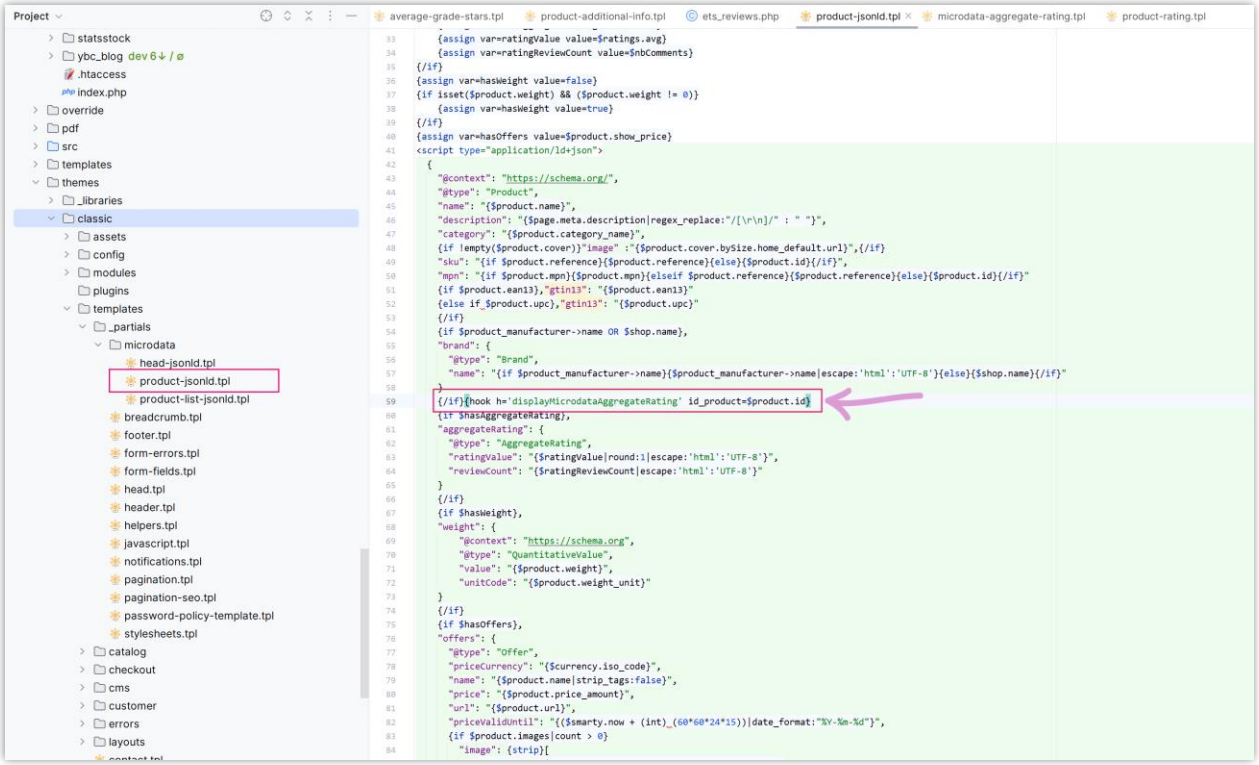
Manual hook location:

/themes/your_current_theme/templates/_partials/microdata/product-jsonld.tpl

Add the following hook:

{hook h='displayMicrodataAggregateRating' id_product=$product.id}

Place the hook inside the product JSON-LD structure (line 59):



After applying the change:

- Clear PrestaShop cache
- Re-test structured data using Google Rich Results Test

X. IMPORT / EXPORT

The **Import / Export** feature allows you to back up, restore, migrate, or synchronize review and Q&A data. It is useful when moving data between stores, restoring backups, or importing reviews from external sources.

All options are available in **Import / Export**.

1. Export review & Q&A data (backup / migration)

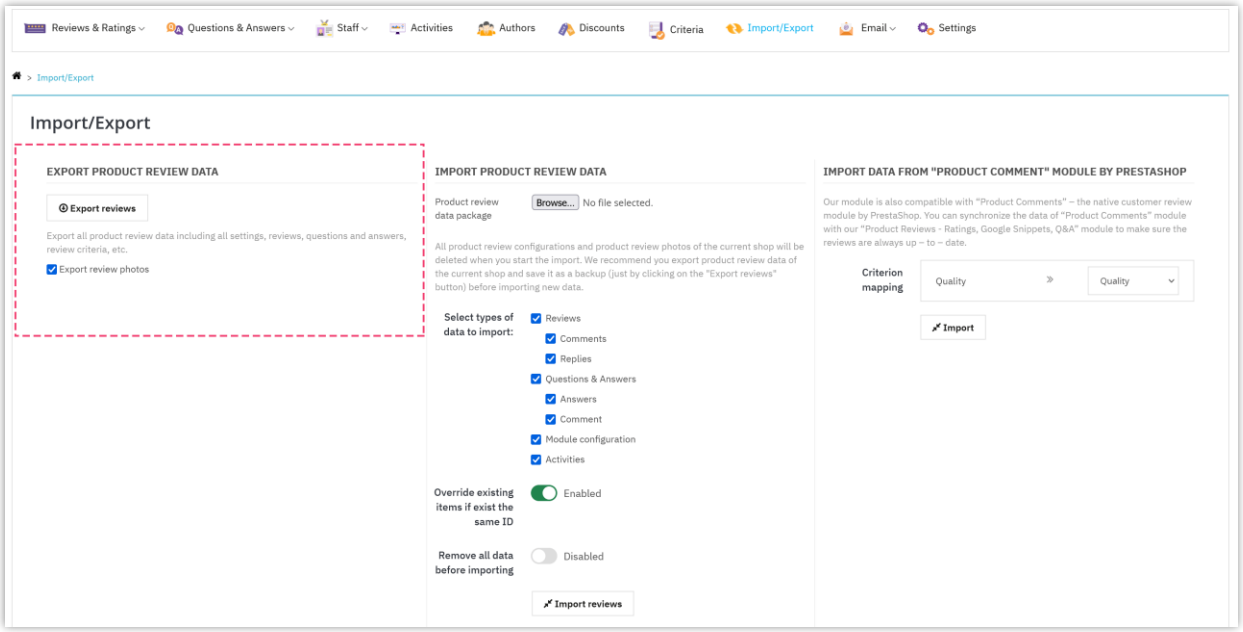
You can export all module data into a single package for backup or migration purposes.

What is included

- Product reviews and ratings
- Questions & Answers
- Review criteria
- Review photos (optional)
- Module configuration

How to export

- Go to **Import / Export**
- In the **Export product review data** section: Enable **Export review photos** if needed
- Click **Export reviews**
- Save the generated file to your computer



2. Import data from an exported package (ZIP)

This method is used to restore or migrate data previously exported from the module.

How to import

Go to **Import / Export**

In **Import product review data**:

- Select the exported package file
- Choose which data types to import (reviews, Q&A, configuration, activities, etc.)

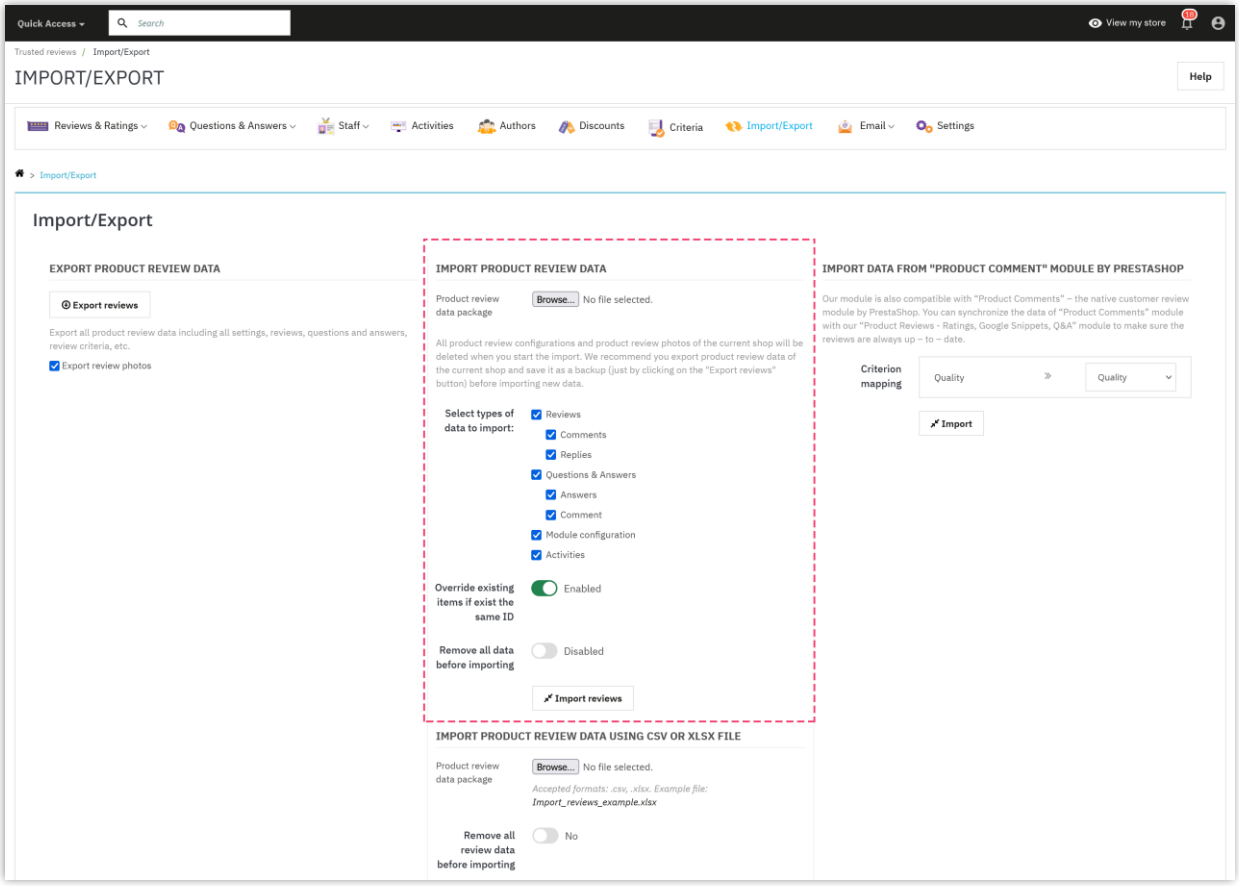
Configure import options:

- **Override existing items if they have the same ID**: Replaces existing records with imported ones
- **Remove all data before importing**: Deletes current data before importing

Click **Import reviews**.

Notes

- *Use "Remove all data before importing" only for full restores*
- *Existing data may be overwritten if override is enabled*



3. Import reviews using CSV / XLSX files

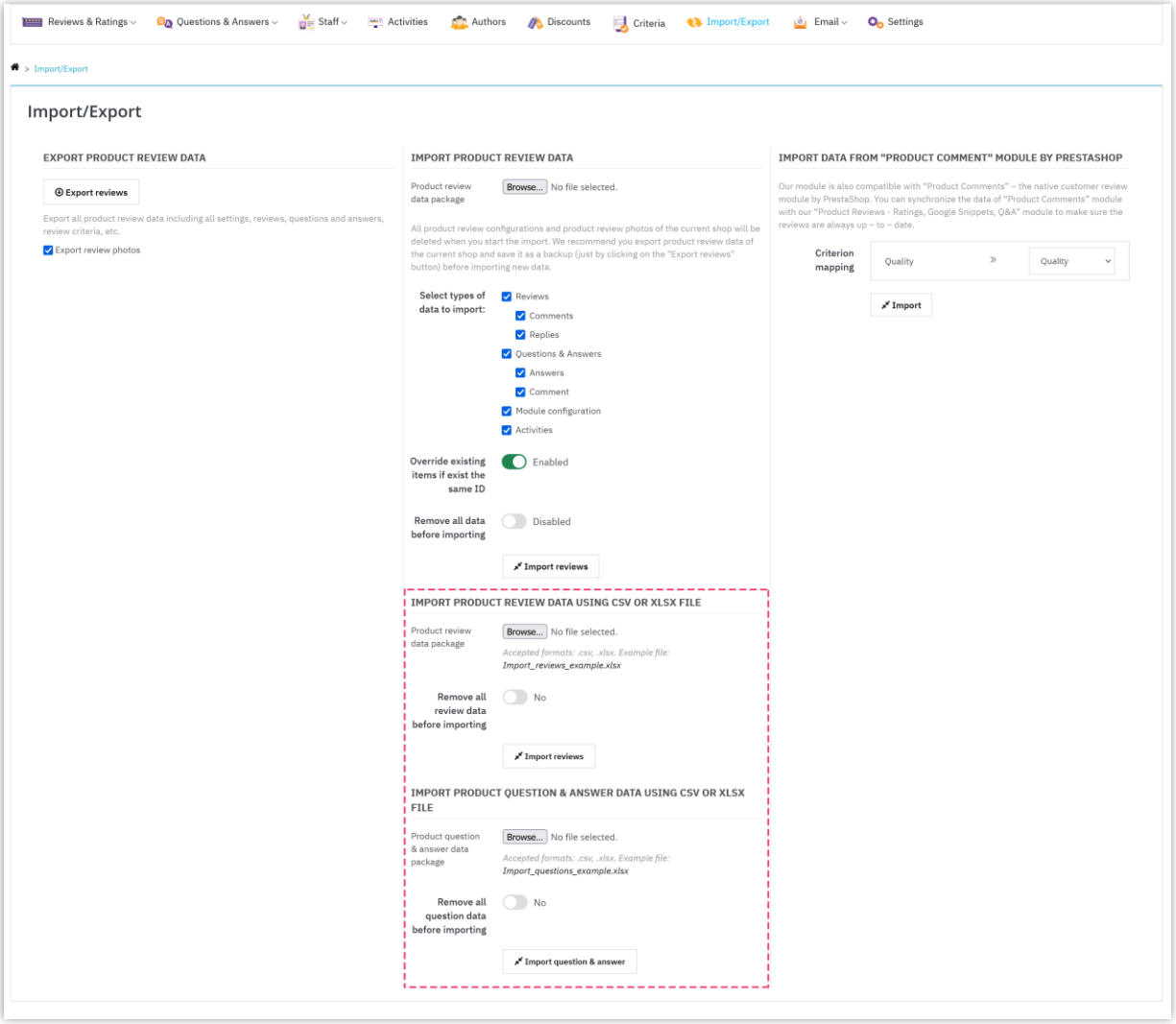
This option allows importing reviews from spreadsheet files, useful for external data sources or manual migration. Supported formats: .csv, .xlsx

How to import

- Download the sample file provided in the module
- Prepare your data following the sample structure
- Upload the CSV or XLSX file
- Click **Import reviews**

Notes

- *File structure must match the sample exactly*
- *Incorrect formatting may cause import errors*
- *Only review-related data is imported (no configuration)*



4. Import from PrestaShop “Product Comments” module

If your store previously used PrestaShop’s native **Product Comments** module, you can migrate reviews into **Product Reviews**.

How it works

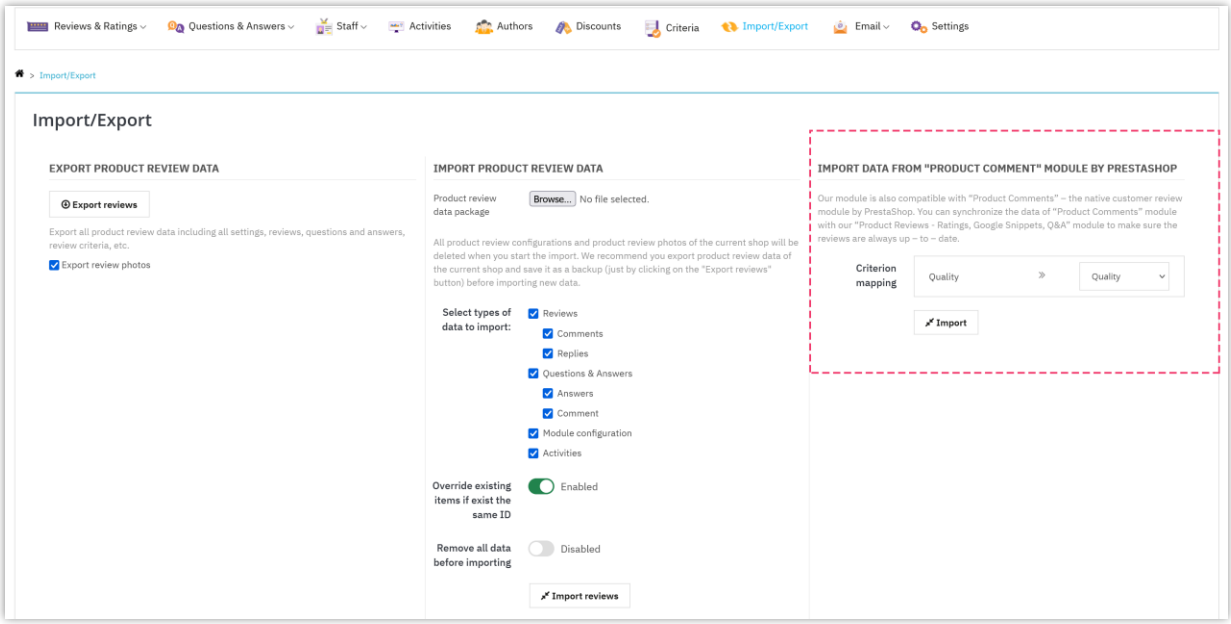
- Existing review criteria from **Product Comments** are detected
- You can map old criteria to **Product Reviews** criteria
- Reviews are imported with their ratings and content

Steps

- Go to **Import / Export**
- In the **Criterion mapping** section: map existing criteria to **Product Reviews** criteria
- Click **Import**

Notes

- *Only compatible review data is imported*
- *Review moderation rules apply after import*



XI. EMAIL & AUTOMATION

The **Email & Automation** feature provides notification emails and optional automation tools related to product reviews and Q&A.

Email features work out of the box without cron jobs. Automation is optional and intended for advanced use cases.

1. Mail templates

The module includes multiple email templates used for:

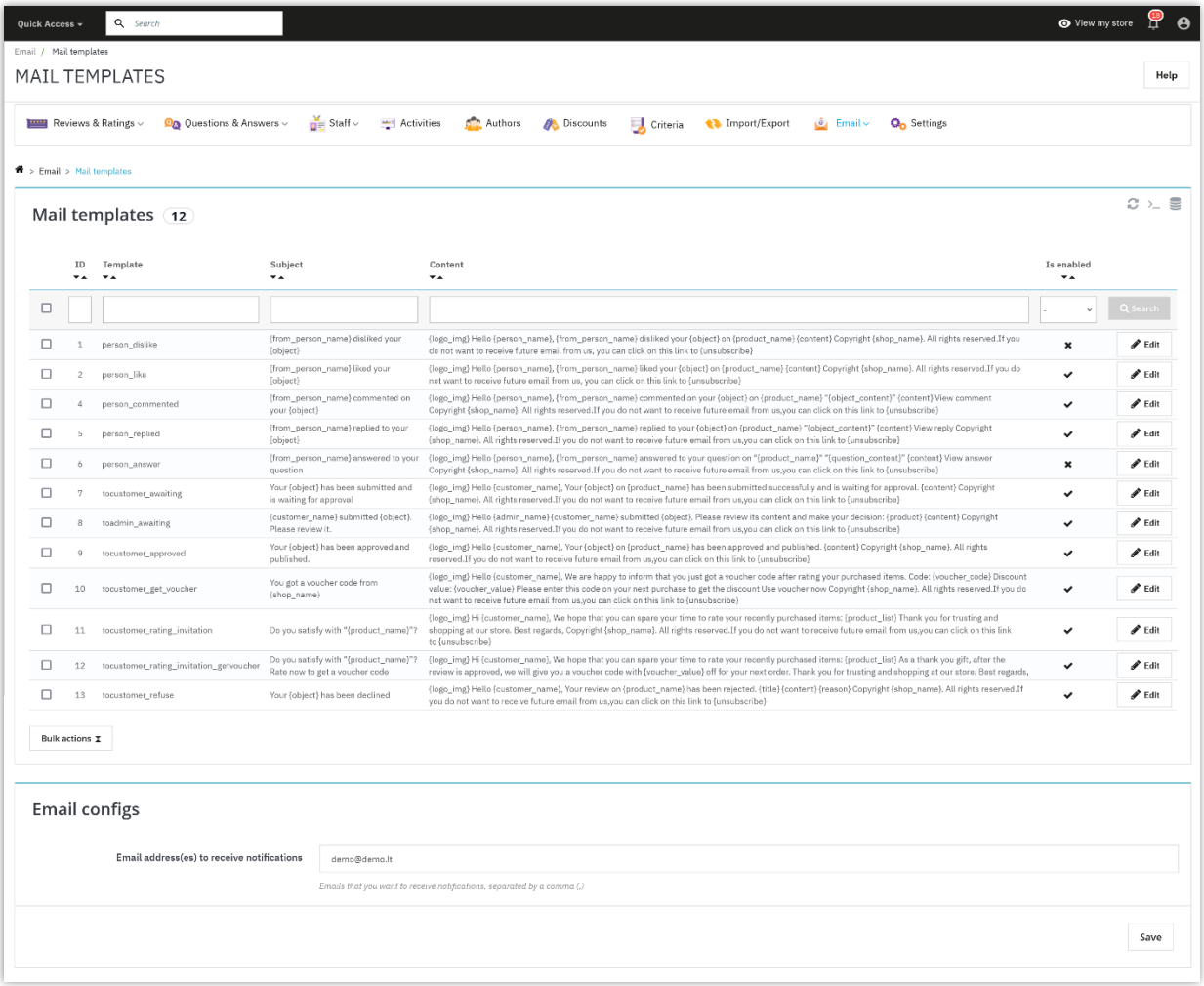
- Review notifications
- Review invitations
- Q&A notifications
- Voucher-related emails

Admins can edit each template to customize:

- Email subject
- Email content
- Language-specific versions

Notes

- *Templates support multiple languages*
- *Do not remove template variables unless you are sure they are not required*



2. Automation (cronjob)

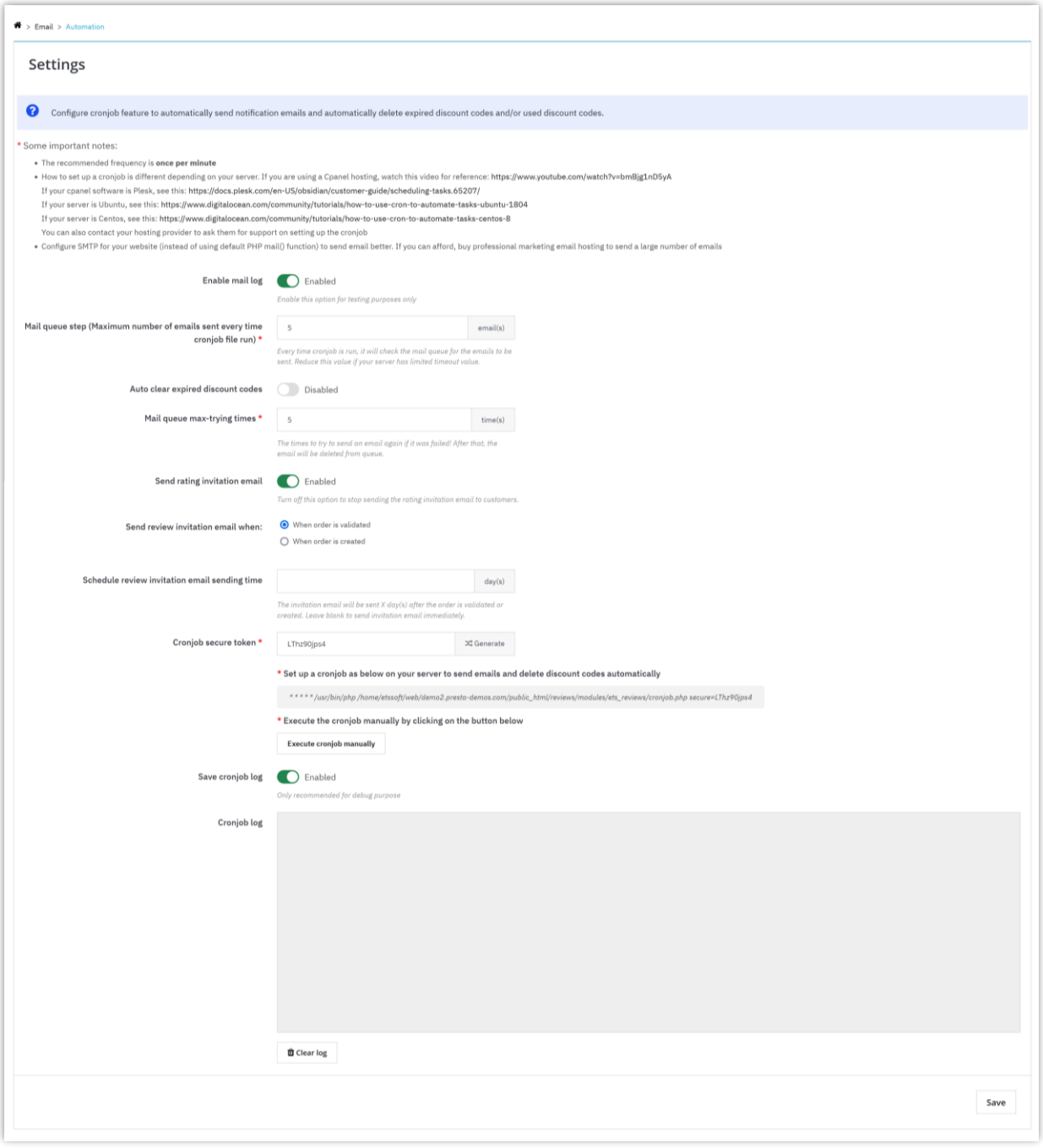
Automation allows the module to perform background tasks automatically using a server cron job.

Supported automated tasks

- Sending scheduled review invitation emails
- Sending queued emails
- Removing expired or used voucher codes

Recommendation

- *Enable cron jobs only if your hosting environment supports them*
- *Use automation for high-traffic stores or large email volumes*



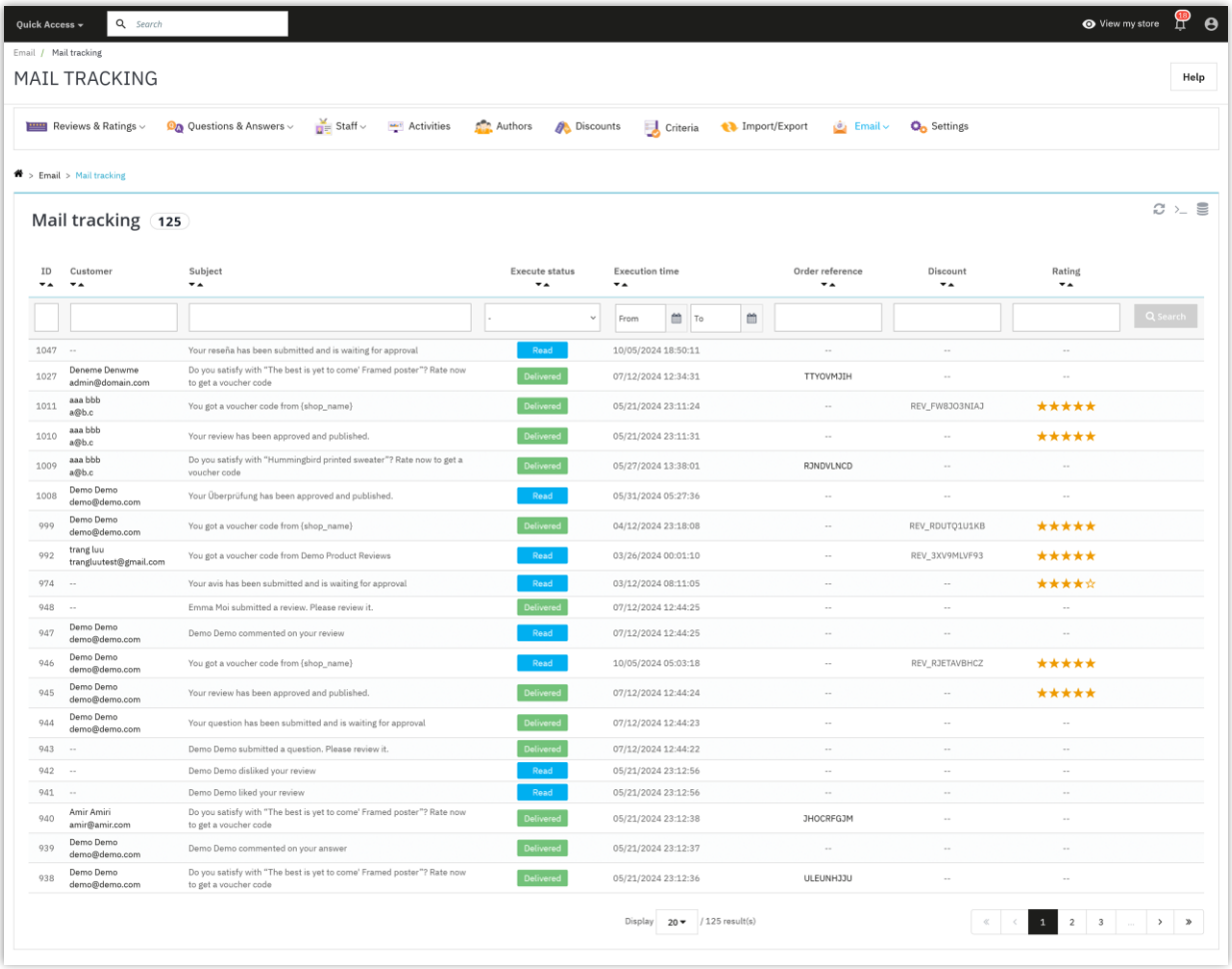
3. Mail tracking

Mail tracking allows admins to monitor whether emails were:

- Sent successfully
- Opened by recipients (when supported)
- Tracking helps identify delivery issues or inactive email templates.

Note

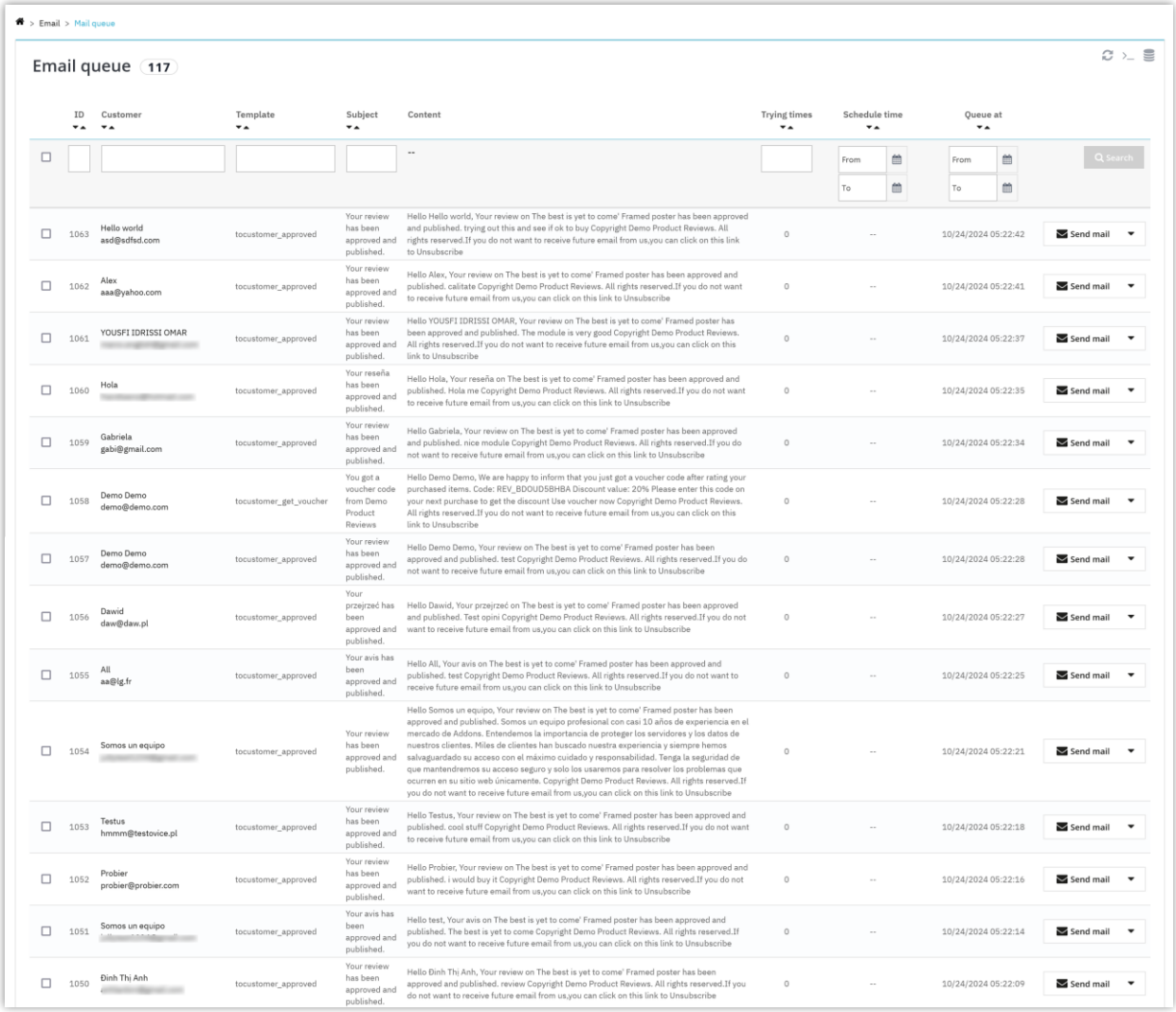
Tracking availability depends on your email sending method and server configuration



4. Mail queue

The mail queue stores emails that could not be sent immediately. Queued emails can be:

- Sent automatically by cron job
- Sent manually from the Back Office

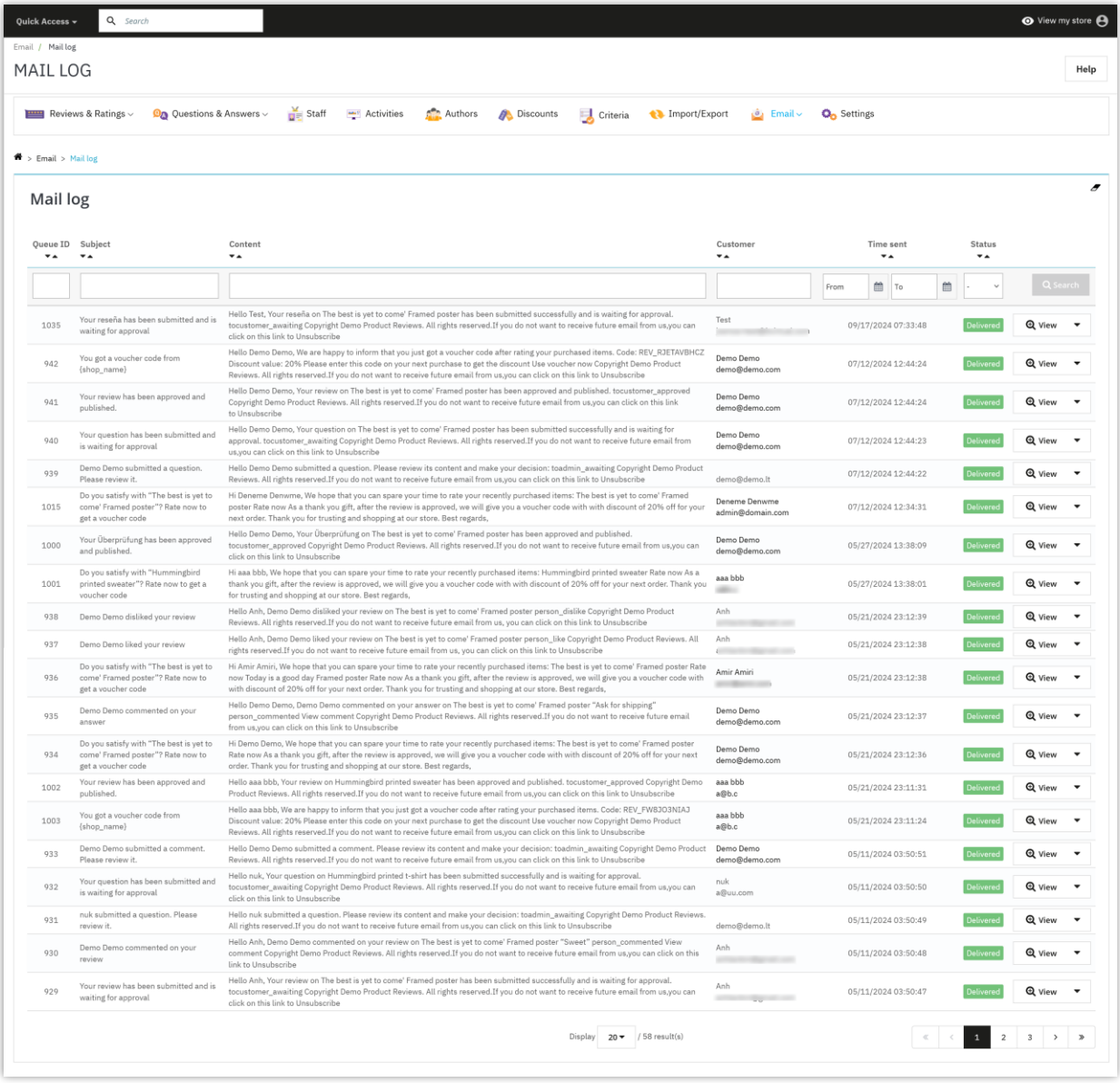


5. Mail log

The mail log records email-related events, including:

- Recipient
- Subject
- Sending status
- Date and time

This log is intended for reference and troubleshooting, not as a full email audit system.



Important notes

- *Email delivery depends on your PrestaShop email configuration*
- *Automation features require a correctly configured cron job*
- *Failed emails are usually caused by server or SMTP configuration issues*

XII. ADVANCED MANAGEMENT & REFERENCE

This section covers advanced and optional features of the **Product Reviews** module.

These features are not required for basic operation but can be useful for stores with more complex moderation, reporting, or customization needs.

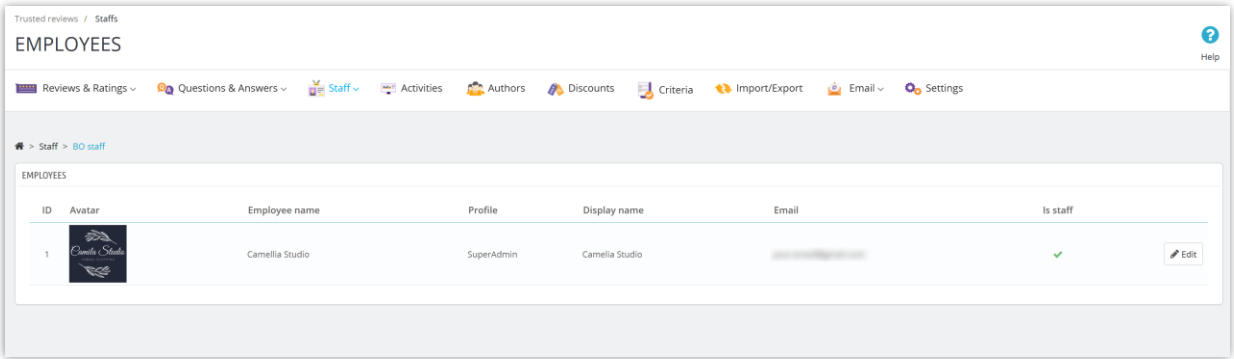
1. Staff management

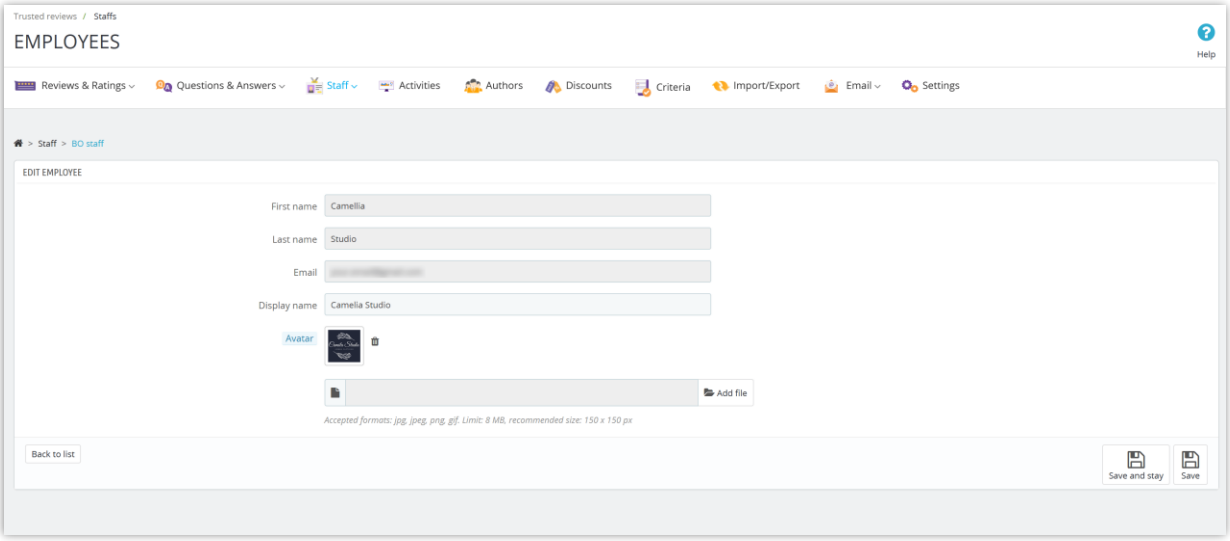
The module allows assigning staff roles to manage reviews and Q&A content.

There are two types of staff:

Back Office (BO) Staff

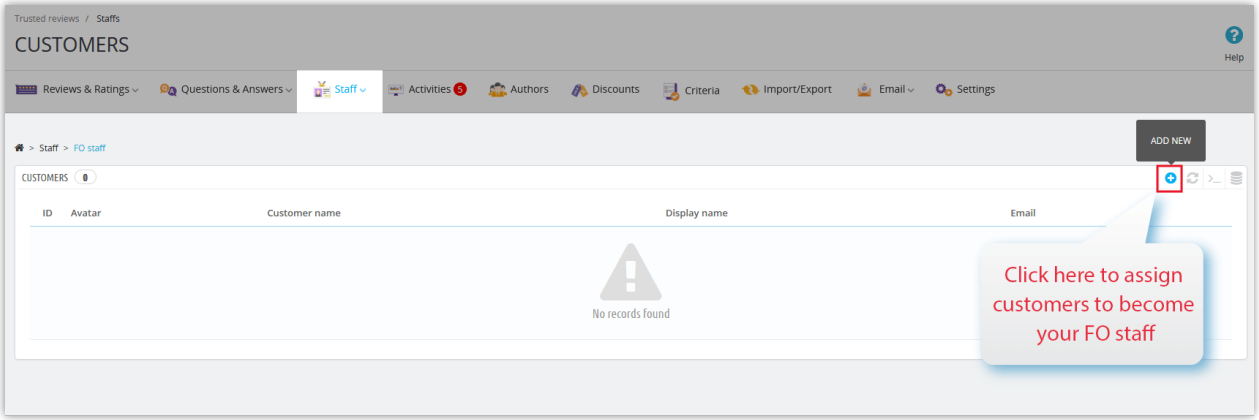
- Store employees with access to the Back Office
- Can moderate reviews and Q&A based on their permissions

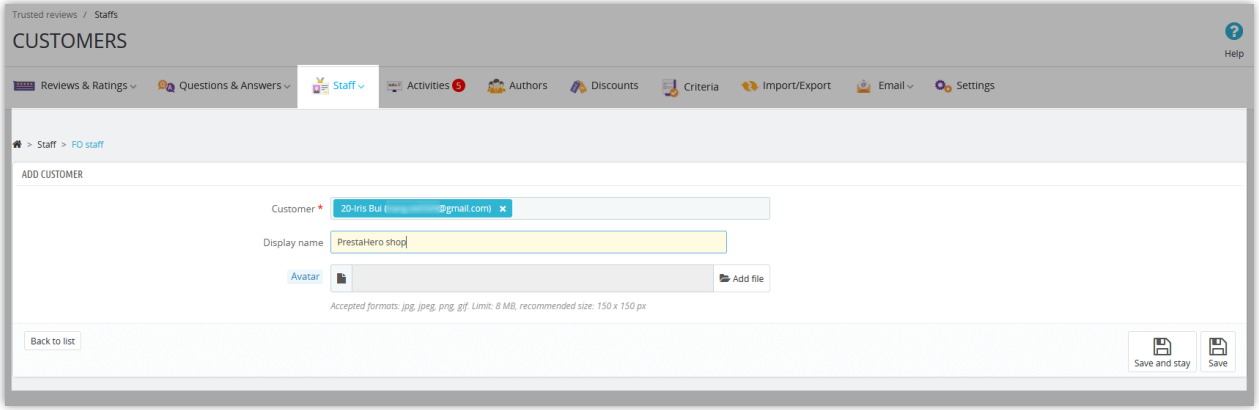




Front Office (FO) Staff

- Selected customers who are granted moderation rights
- Can approve, edit, or delete reviews and Q&A content from the front office





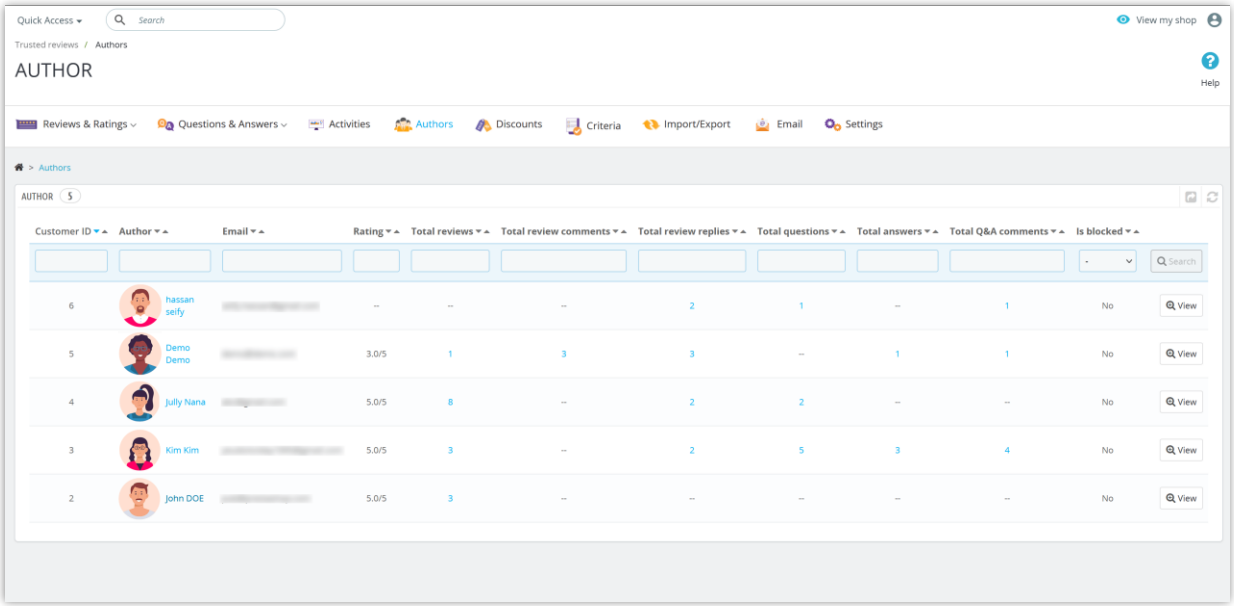
2. Authors list

The **Authors List** provides an overview of customers who have submitted:

- Reviews
- Questions
- Answers

This section is used for:

- Reference purposes
- Identifying active contributors
- Reviewing author activity history
- No configuration is required for this feature.



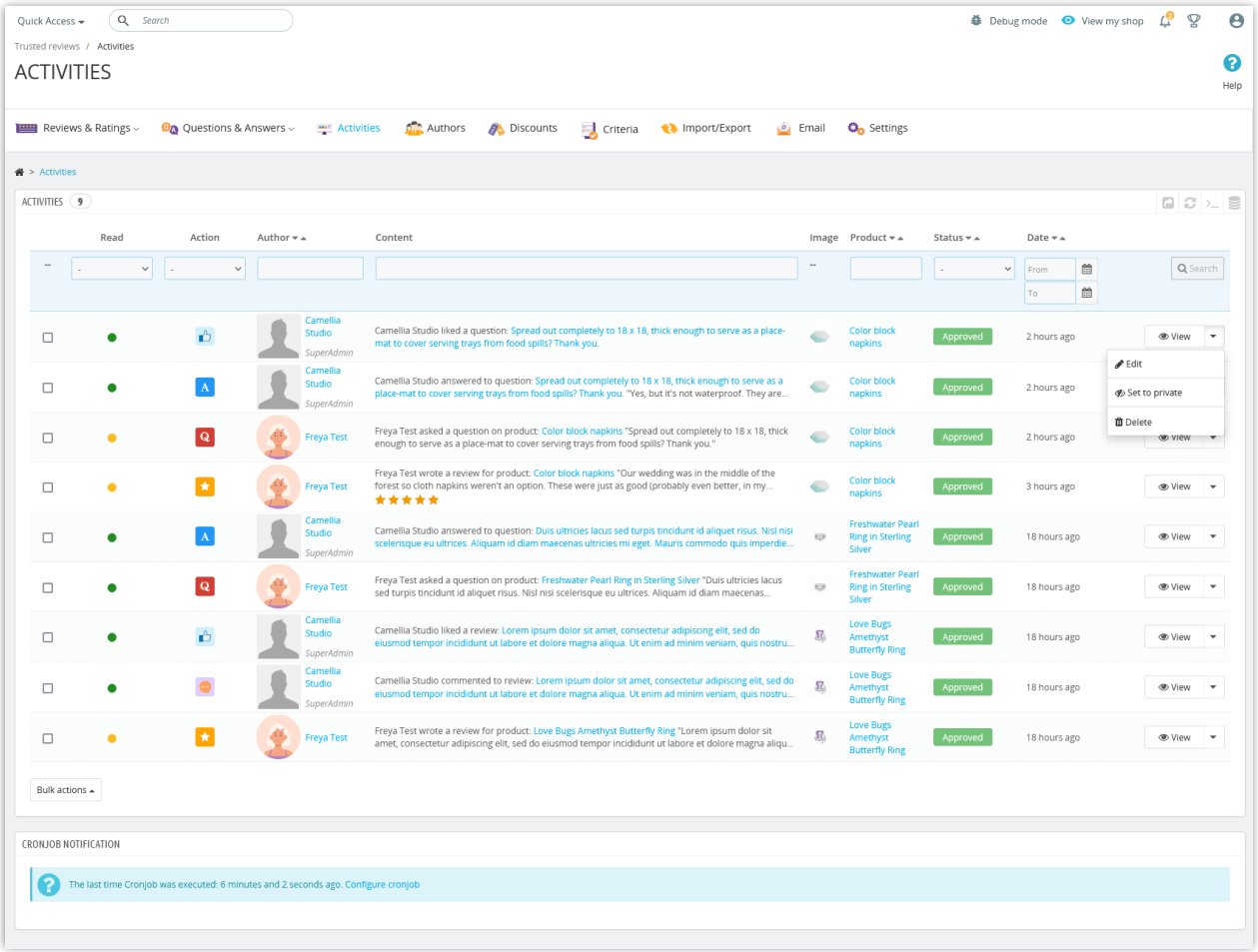
3. Activity logs

The **Activities** section records actions related to:

- Reviews
- Ratings
- Questions & Answers
- Admin moderation

Activity logs are useful for:

- Monitoring content activity
- Reviewing moderation actions
- Troubleshooting unexpected behavior



Note

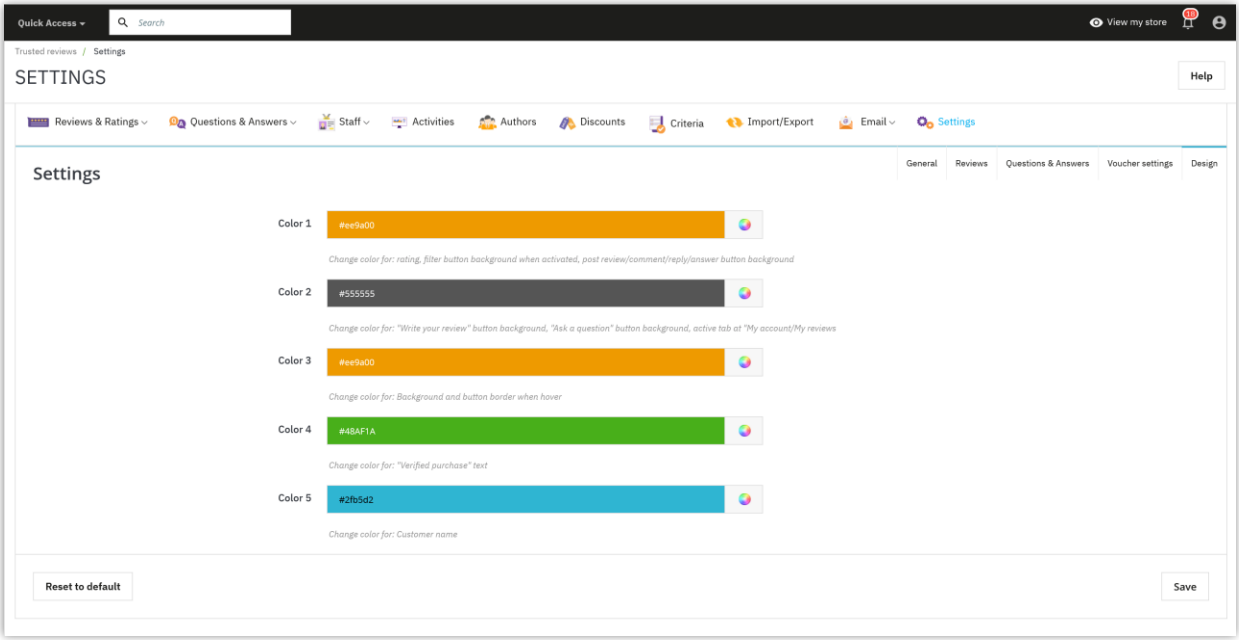
Activity logs are informational only and do not affect module behavior.

4. Review section design

The **Design** tab in **Settings** allows you to customize the appearance of review and Q&A elements to match your store's theme.

Customizable elements include:

- Rating stars
- Action buttons (review, comment, answer)
- Active tabs in customer account pages
- Verified purchase label
- Customer name color
- Hover and border effects



How it works

- Colors are applied globally to review and Q&A sections
- Changes affect both product pages and customer account pages

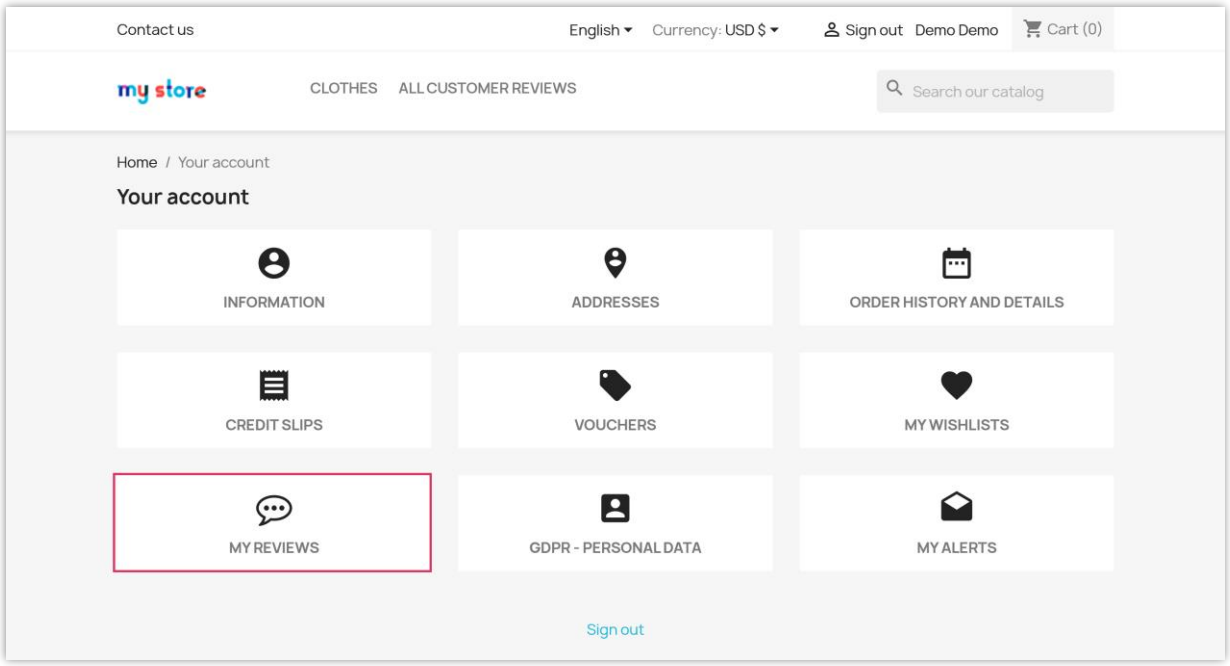
XIII. CUSTOMER-SIDE MANAGEMENT

The **Customer-Side Management** feature allows customers to view, submit, and manage their own reviews and questions from their account area on the front office.

All customer actions depend on the permissions and validation rules configured by the store admin.

Customers can manage their content from **My Account** → **My Reviews**. From this section, customers can:

- View submitted reviews
- View review status (pending, approved)
- Access their questions and answers
- Review their activity history related to reviews and Q&A



1. Waiting for review

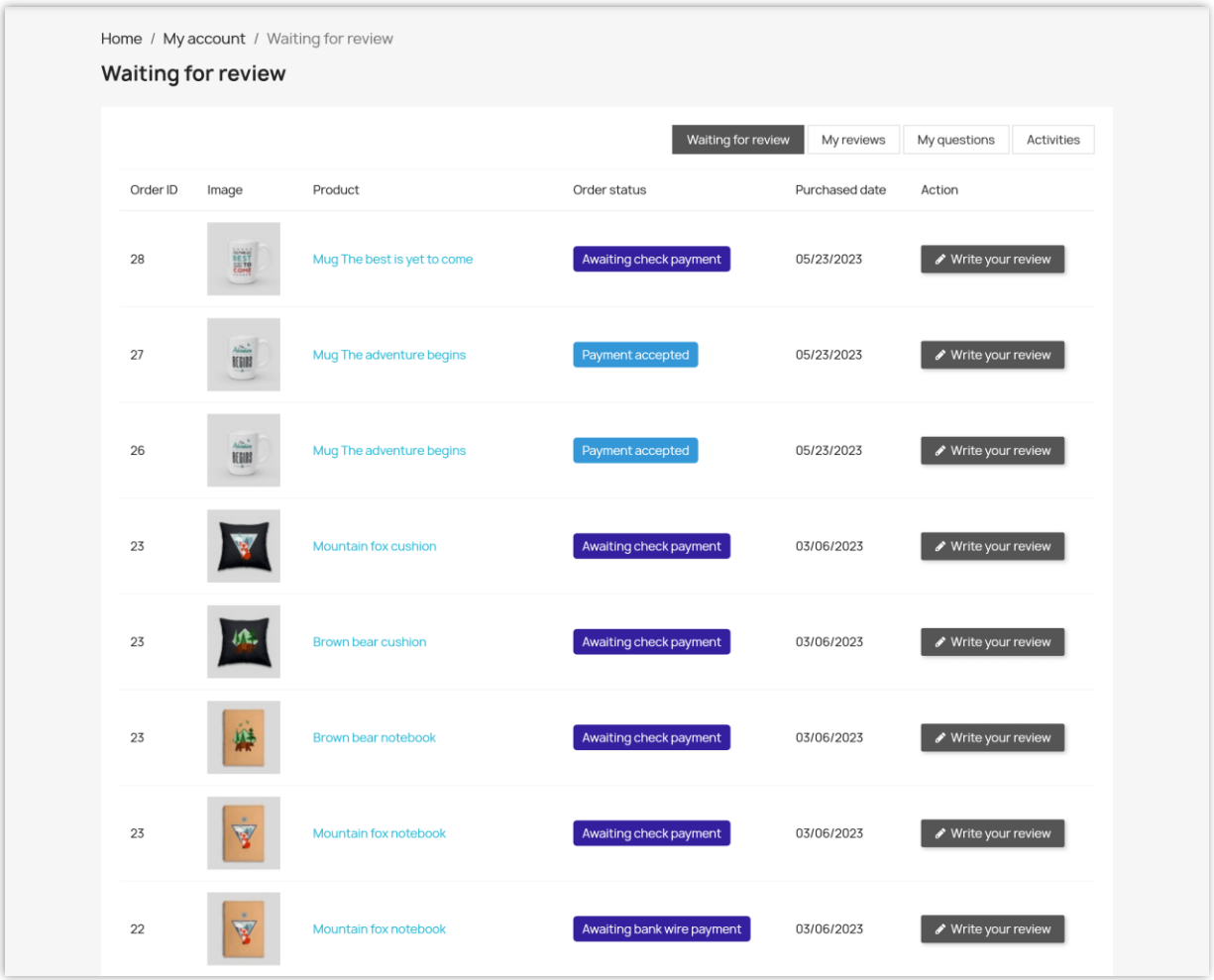
The **Waiting for Review** section displays products that:

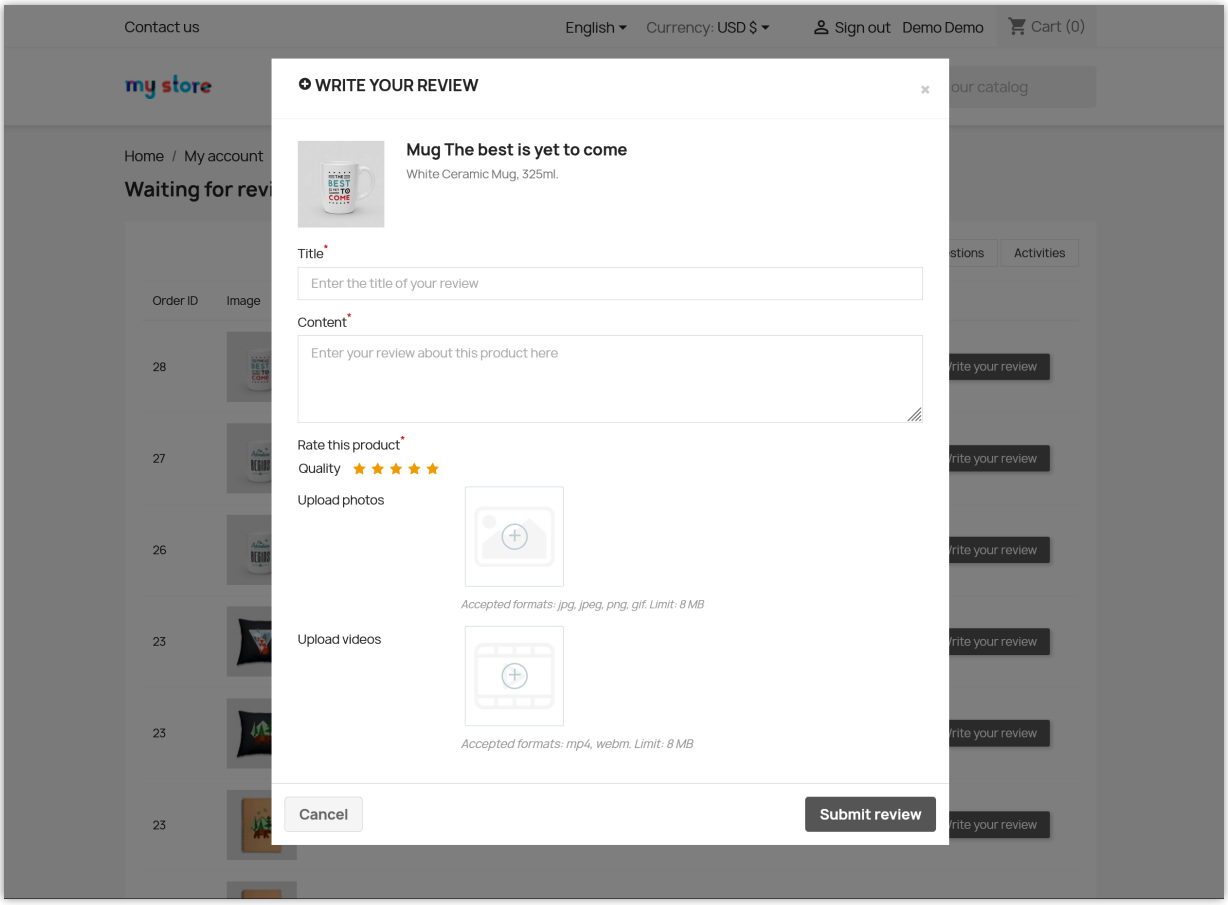
- Have been purchased by the customer
- Are eligible for review
- Have not been reviewed yet

Customers can click **Write a review** to submit a review for an eligible product.

Note

The list depends on order validation rules configured in the Back Office.





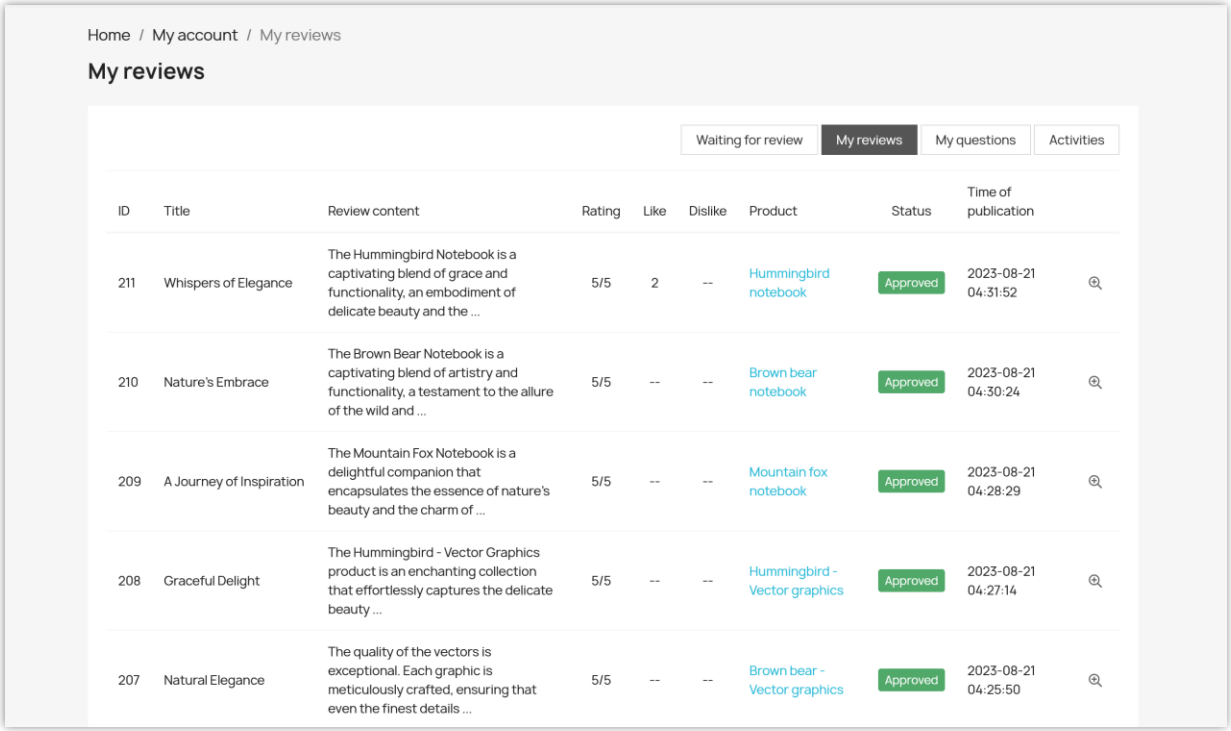
2. My reviews

The **My Reviews** section displays all reviews submitted by the customer. Customers can:

- View review content and rating
- Check review approval status
- View comments and replies related to their reviews

Depending on store configuration, customers may also:

- Edit their reviews
- Delete their reviews
- Comment on their own reviews


Home / My account / My reviews
My reviews
Waiting for review
My reviews
My questions
Activities
ID
Title
Review content
Rating
Like
Dislike
Product
Status
Time of publication
211
Whispers of Elegance
The Hummingbird Notebook is a captivating blend of grace and functionality, an embodiment of delicate beauty and the ...
5/5
2
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Hummingbird notebook
Approved
2023-08-21 04:31:52
210
Nature's Embrace
The Brown Bear Notebook is a captivating blend of artistry and functionality, a testament to the allure of the wild and ...
5/5
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--
Brown bear notebook
Approved
2023-08-21 04:30:24
209
A Journey of Inspiration
The Mountain Fox Notebook is a delightful companion that encapsulates the essence of nature's beauty and the charm of ...
5/5
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Mountain fox notebook
Approved
2023-08-21 04:28:29
208
Graceful Delight
The Hummingbird - Vector Graphics product is an enchanting collection that effortlessly captures the delicate beauty ...
5/5
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--
Hummingbird - Vector graphics
Approved
2023-08-21 04:27:14
207
Natural Elegance
The quality of the vectors is exceptional. Each graphic is meticulously crafted, ensuring that even the finest details ...
5/5
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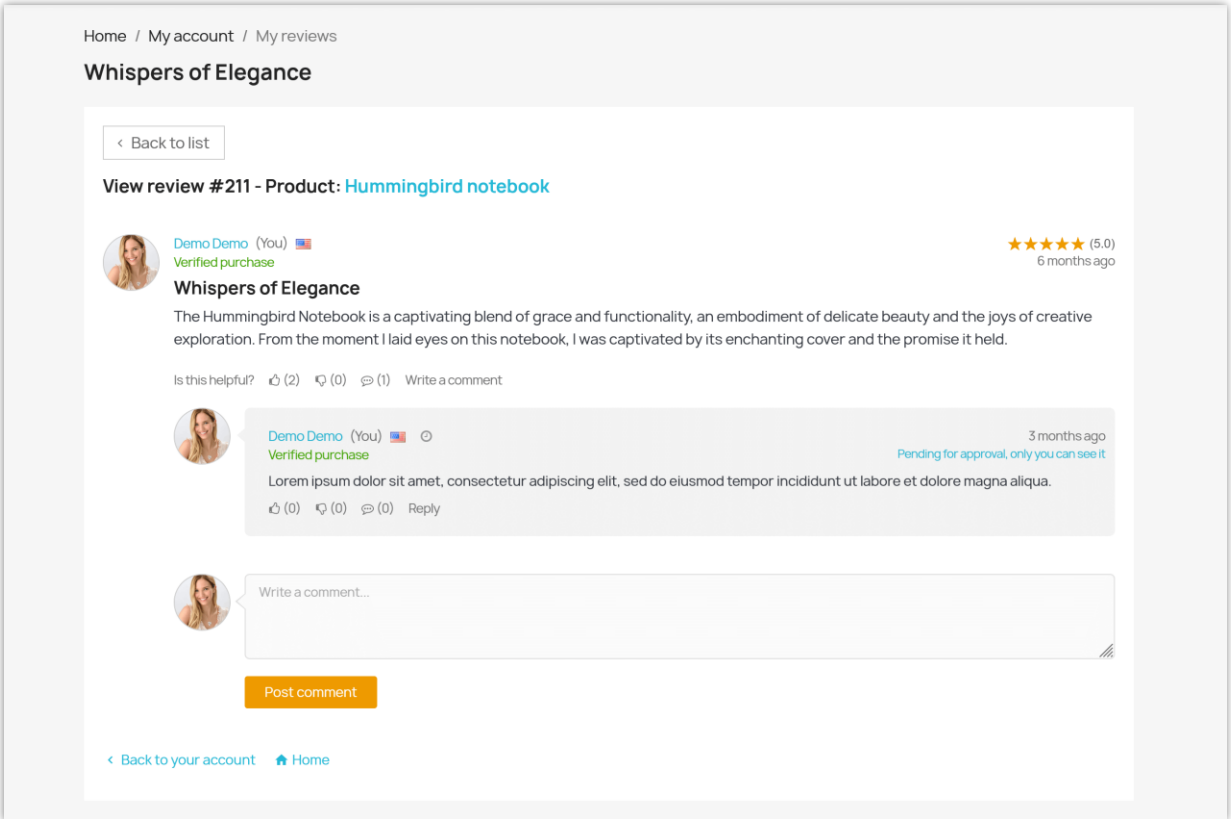
--
Brown bear - Vector graphics
Approved
2023-08-21 04:25:50

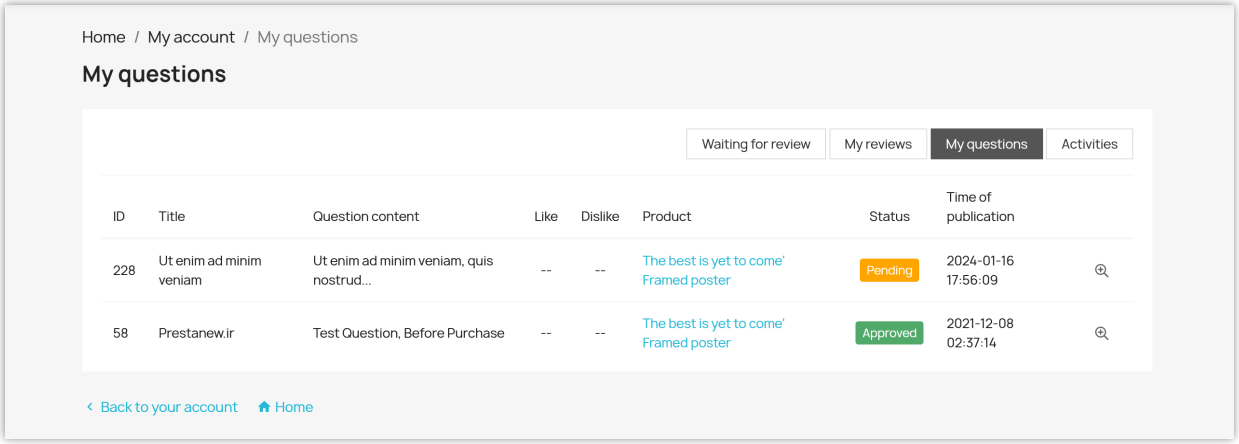

Home / My account / My reviews
Whispers of Elegance
Back to list
View review #211 - Product: Hummingbird notebook
Demo Demo (You)
Verified purchase
(5.0)
6 months ago
Whispers of Elegance
The Hummingbird Notebook is a captivating blend of grace and functionality, an embodiment of delicate beauty and the joys of creative exploration. From the moment I laid eyes on this notebook, I was captivated by its enchanting cover and the promise it held.
Is this helpful? (2) (0) (1) Write a comment
Demo Demo (You)
Verified purchase
3 months ago
Pending for approval, only you can see it
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
(0) (0) (0) Reply
Write a comment...
Post comment
Back to your account
Home

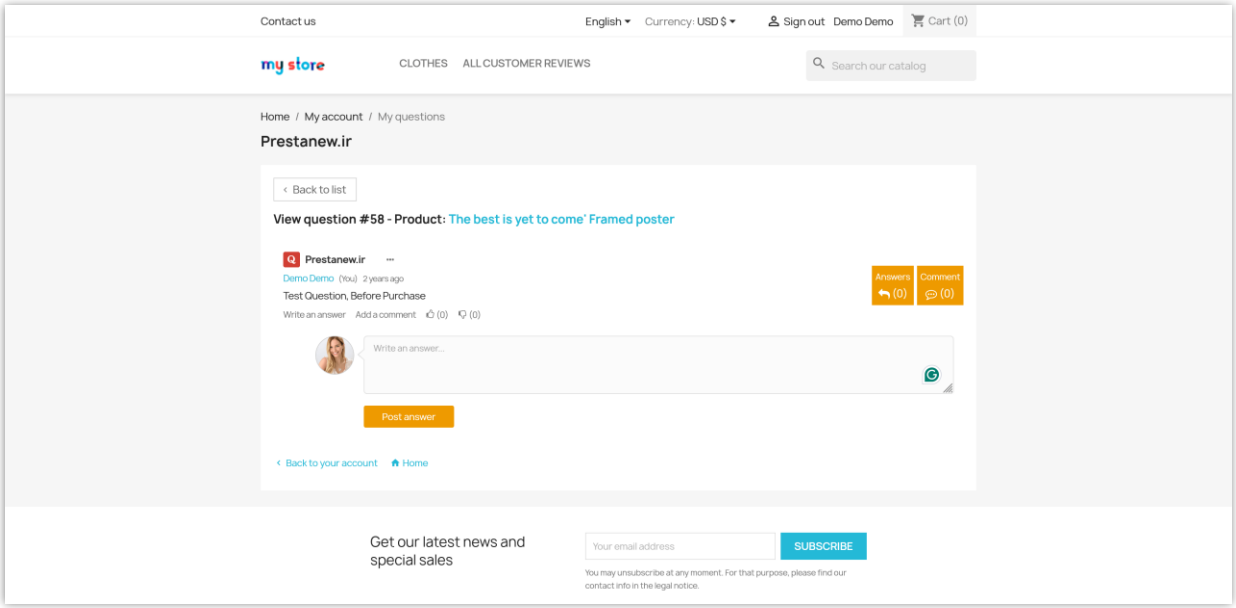
3. My questions

The **My Questions** section displays all questions submitted by the customer. Customers can:

- View their questions and answers
- Reply to answers or comments
- Edit or delete their questions (if allowed)

Available actions depend on permissions configured in **Settings** → **Questions & Answers**.



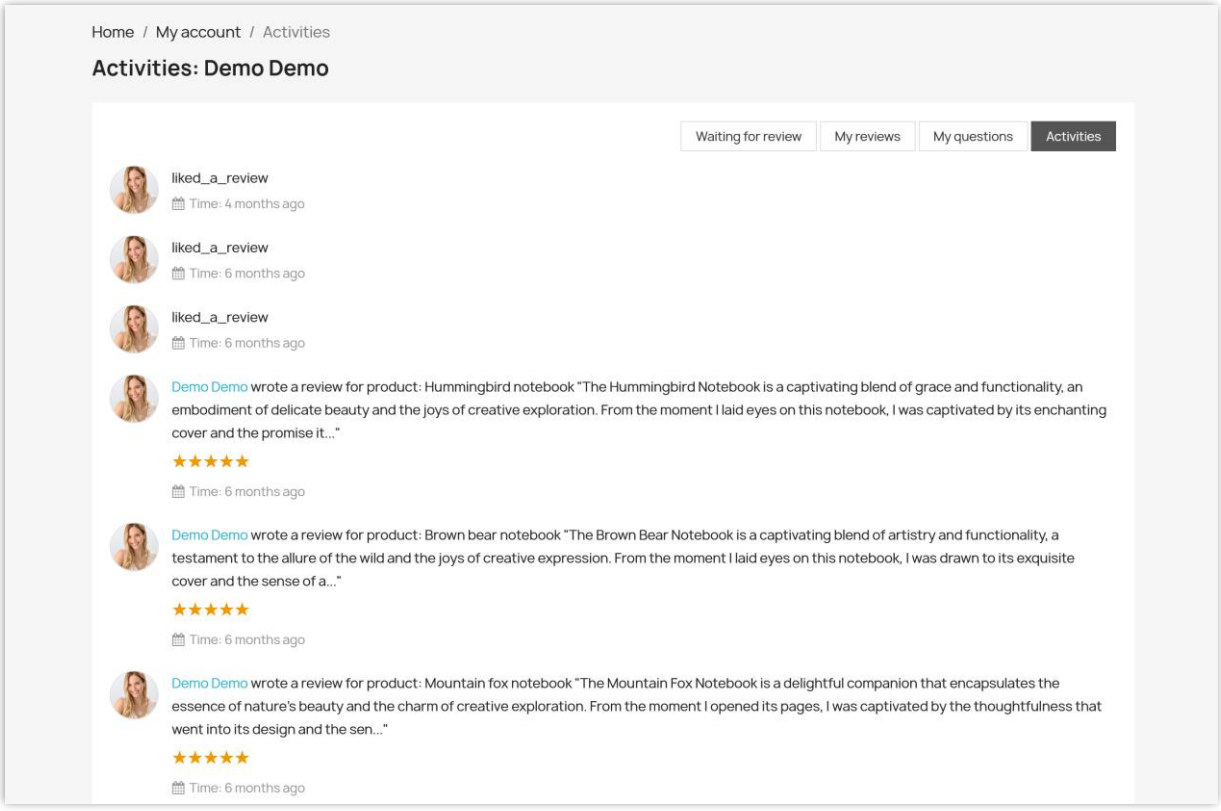


4. Activities

The **Activities** section shows a history of customer actions related to:

- Reviews
- Ratings
- Questions
- Answers
- Comments

This section is for reference only and helps customers track their interactions.

Important notes

- *Customers can only manage their own content*
- *Some actions (edit, delete, reply) may be restricted by admin settings*
- *Reviews and questions may not appear immediately if manual validation is enabled*