

The Shop Refund Addon Documentation

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Software Framework : Laravel, VUE.JS, MySQL

Website: <https://activeitzone.com/>

Marketplace: Codecanyon



DOCUMENTATION

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- 2.** How to manage the refund settings?
- 3.** What are the conditions to enable a refund option for an order?
- 4.** What is the time period for a refund request?
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- 10.** How customers Check Refund Request Status?

1. How to install/update the addon?

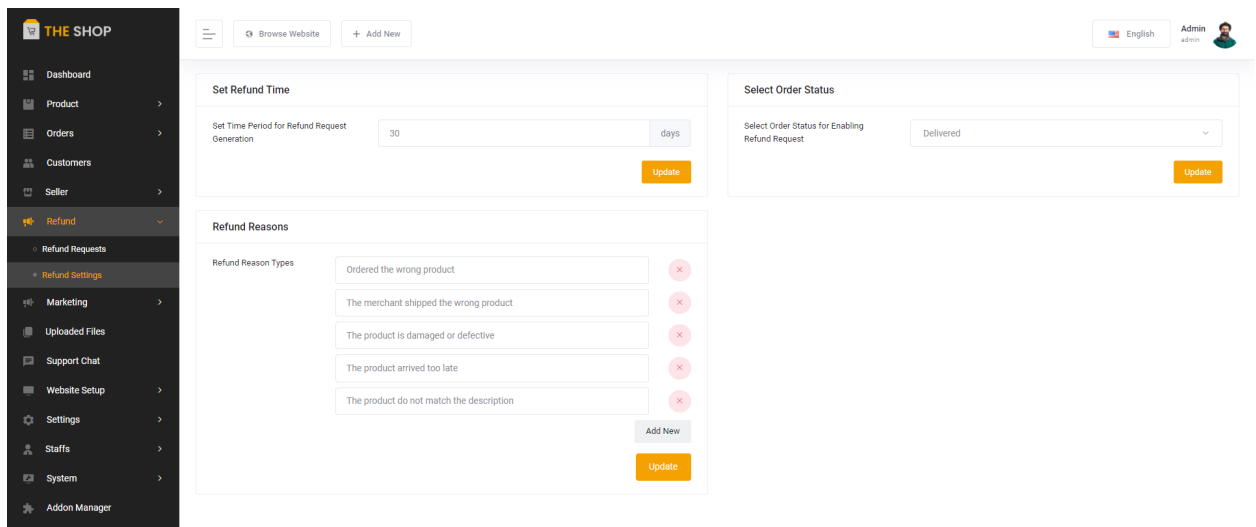
Answer: To install/update Refund addon you need to follow the below steps :

- **The Shop - PWA eCommerce cms** latest version should be **pre-installed** on your server.
- **Purchase** and **Download** the **addon**.
- **Login** in to your admin panel of **The Shop - PWA eCommerce cms** the system
- Go to **Addon Manager**
- Click on **Install New Addon**
- Input **Purchase code** & choose the **downloaded zipped file** and click on **Install**.
- Addon is successfully installed/updated.

2. How to manage the refund settings?

Answer: From admin panel Click on "**Refund > Refund Settings**"

- **Set Refund Time** - Set **Time Period** for Refund Request Generation and click on the **Update** button.
- **Select Order Status** - Select **Order Status** for Enabling Refund Request and click on the **Update** button.
- **Refund Reasons** - Add Refund Reason Types and click on the **Update** button.



The screenshot displays the 'Refund Settings' page within the 'THE SHOP' admin interface. On the left is a dark sidebar with a menu including Dashboard, Product, Orders, Customers, Seller, Refund (highlighted), Marketing, Uploaded Files, Support Chat, Website Setup, Settings, Staffs, System, and Addon Manager. The main content area is divided into three sections: 'Set Refund Time' with a text input for 'Set Time Period for Refund Request Generation' (value: 30) and a 'days' unit selector, followed by an 'Update' button; 'Select Order Status' with a dropdown menu for 'Select Order Status for Enabling Refund Request' (value: Delivered) and an 'Update' button; and 'Refund Reasons' with a list of five pre-defined reasons, each in a text box with a delete icon (X), and an 'Add New' button at the bottom. The reasons listed are: 'Ordered the wrong product', 'The merchant shipped the wrong product', 'The product is damaged or defective', 'The product arrived too late', and 'The product do not match the description'. An 'Update' button is located at the bottom right of this section. The top right of the page shows 'English' and 'Admin' user information.

3. What are the conditions to enable a refund option for an order?

Answer: To enable the refund option for an order, it has to meet some conditions. Those are:

- The order has to be **Paid**.
- The order **Delivery Status** must be within Admin's Selected Delivery Status.
- The order has to meet the admin's added **Time Period** for refund request generation

4. What is the time period for a refund request?

Answer:

Refund period is for the admin/customers/sellers to send a refund request. This time is calculated from the order creation time. If the time is crossed, the admin/customer/seller can not send the refund request.

5. What is the Order Status for Enabling Refund Requests?

Answer:

Admin choose the Delivery Status for Enabling Refund Requests. If the delivery status of an order is matched with the admin chosen Delivery Status, then the admin/customer/seller can send the refund request.

6. How to send a Refund Request?


Admin:

- Go to the **Order Details** page.
- Click on the **Create Refund** button.
- Select the products, product quantity, Refund Amount, Refund Reasons, Note, payment type and Attachments if any.
- And click on the **Refund** button
- If you select the payment type **Wallet**, the refund amount will be added to the customer wallet instantly. And If you select the Payment Type **Manual**, you have to pay the refund amount to the customer manually.
- Admin created a refund request approved automatically.

- Seller creates a refund request that is approved by the seller automatically.
- But it needs the final admin approval.

Customer:

- Go to the **Order Details** page.
- Click on the **Refund Request** button.
- Select the products, product quantity, Refund Amount, Refund Reasons, Note, payment type and attachments if any.
- Click on the **Refund** button and wait for the **admin approval**.



Christina Ashens
customer@example.com

- Dashboard
- Purchase History**
- Refund requests
- Wishlist
- Followed shops
- My Wallet
- Coupons
- Manage Profile


Order code : 20220309-07025912




Order Summary


Order code :	20220309-07025912	Total Order Amount :	391.60\$
Name :	Christina Ashens	Payment Method :	Wallet
Email :	customer@example.com	Delivery type :	Standard
Shipping Address :	3977 Duke Lane, 5520 Alabaster, Alabama, United States 123456789	Billing Address :	3977 Duke Lane, 5520 Alabaster, Alabama, United States 123456789

The Shop

[Request Refund](#)



#	Product	Quantity	Unit price	Total	
1	 Nokia 6300 4G Dual SIM WIFI Hotspot Social Apps Google Maps and Assistant	2	78.40\$	156.80\$	Write a review
2	 Maroon Band Collar Embellished Kurta Set Size : Medium	2	87.30\$	174.60\$	Write a review
3	 Microsoft Surface Arc Mouse, - CZV-00001	2	29.10\$	58.20\$	Write a review



Sub Total :	389.60\$
Tax :	0.00\$
Shipping Charge :	2.00\$
Coupon discount :	0.00\$






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Create new refund request

Order code : 20220309-07025912

#	Product	Quantity	Unit price	Total
<input checked="" type="checkbox"/>	 Nokia 6300 4G Dual SIM WiFi Hotspot Social Apps Google Maps and Assistant	<input type="text" value="1"/>	78.40\$	156.80\$
<input checked="" type="checkbox"/>	 Maroon Band Collar Embellished Kurta Set Size : Medium	<input type="text" value="1"/>	87.30\$	174.60\$
<input type="checkbox"/>	 Microsoft Surface Arc Mouse, - CZV-00001	<input type="text" value="2"/>	29.10\$	58.20\$

Refund information

Refund reasons

The product do not match the description

Refund note

orem Ipsum is simply dummied text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.

Attachments

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Request Refund

Ar



Christina Ashens
customer@example.com

- Dashboard
- Purchase History
- Refund requests
- Wishlist
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Refund requests






Order code	shop	products	Amount	Status
20220309-07025912	The Shop	Nokia 6300 4G Dual SIM WiFi Hotspot Social Apps Google Maps and Assistant Quantity : 1 Maroon Band Collar Embellished Kurta Set Size : Medium Quantity : 1	165.70\$	Pending
20220308-10421718	Beauty Shop	TAMBOUR MOON DUAL TIME RED WHITE 35 Quantity : 2 TROMPE L'OEIL SKI-STYLE DRESS Quantity : 1	224.64\$	Accepted
20220222-09141992	Beauty Shop	Toddler Baby Girl Valentine's Day Outfits Mama's Bestie Long Sleeve Dress Love Heart Princess Tutu Tutu Dresses Quantity : 1	90.00\$	Accepted
20220220-07431857	Beauty Shop	Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) Quantity : 2 Women's Zip Up Safari Military Anorak Jacket with Hood Drawstring - Regular and Plus Sizes Size : S Quantity : 1	300.00\$	Pending
20220216-13441599	The Shop	Microsoft Surface Arc Mouse, - CZV-00001 Quantity : 2	55.00\$	Accepted

7. How to approve/reject Refund Requests by Seller?

Answer:

- From seller panel Click on **"Refund Requests"**
- Click on the **Eye** icon to see the **refund request details**.
- Seller Can see all **refund requests** from here.
- Click on the **Check** icon to **Accept** a refund request. After accepting a refund request, wait for the admin's final approval.
- Click on the **Cross** icon to **Reject** a refund request.

The screenshot displays the 'Refund requests' interface in the 'THE SHOP' seller panel. The top navigation bar includes 'THE SHOP' logo, 'Browse Website', 'Add New Product', and user information for 'John N. Klein'. The left sidebar shows a menu with 'Refund Requests' highlighted. The main content area features a table of refund requests. The first request is for 'Meris Tundra Winter Jackets Insulated Waterproof Snow Parka 3M Thiosulfate Heavy Skiing Jacket With Added Visibility - (Quantity: 1)' with an amount of 65.15\$. Its status is 'Pending' and the admin approval is also 'Pending'. The 'Options' column for this request shows a green 'Check' icon and a red 'Cross' icon, both highlighted by a red box. A red arrow points to the 'Status' column for the first request. The table also lists other requests, including 'TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2)' and 'Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) - (Quantity: 2)'. At the bottom right, there is a watermark for 'Activate Windows'.

#	Order code	products	Amount	Status	Admin Approval	Options
1	20220309-07594495	Meris Tundra Winter Jackets Insulated Waterproof Snow Parka 3M Thiosulfate Heavy Skiing Jacket With Added Visibility - (Quantity: 1) Fabric: Leather TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)	65.15\$	Pending	Pending	 
2	20220309-10421718	TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2) TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)	224.64\$	Accepted	Accepted	
3	20220222-09141992	Toddler Baby Girl Valentine's Day Outfits Mama's Bestie Long Sleeve Dress Love Heart Princess Tutu Dresses - (Quantity: 1)	90.00\$	Accepted	Accepted	
4	20220220-07431857	Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) - (Quantity: 2) Women's Zip Up Safari Military Anorak Jacket with Hood Drawstring - Regular and Plus Sizes - (Quantity: 1) Size: S	300.00\$	Accepted	Pending	

8. How to approve/reject Refund Requests by Admin?

Answer:

- From admin panel Click on **"Refund > Refund Requests"**
- Click on the **Eye** icon to see the **refund request details**.
- Click on the **Check** icon to **accept** the refund request. If the product owner is a seller, it needs seller approval. If the seller approved the request then the admin finally approved the request, the refunded amount will be deducted from the seller's earnings. And if the seller does not approve the request, but admin does the final approval, admin has to pay to the seller by his responsibility.
- To accept a refund request, check the refund amount (admin can change the refund amount).And Choose a payment option **"Pay Manually"** or **"Pay In Wallet"**.
- Click on the Cross Icon to **Reject** a refund request.

Dashboard

Product

Orders

Customers

Seller

Refund

Refund Requests

Refund Settings

Marketing

Uploaded Files

Support Chat

Website Setup

Settings

Staffs

System

Addon Manager

Browse Website

+ Add New

English

Admin

Choose Shop

Type Order code & hit Enter

Refund requests

#	Order code	shop	products	Amount	Seller Approval	Status	Options
1	20220309-07025912	The Shop	<div>Nokia 6300 4G Dual SIM WIFI Hotspot Social Apps Google Maps and Assistant - (Quantity: 1)</div> <div>Maroon Band Collar Embellished Kurta Set - (Quantity: 1)</div> <div>Size: Medium</div>	165.70\$		Pending	<div></div> <div></div> <div></div>
2	20220308-10421718	Beauty Shop	<div>TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2)</div> <div>TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)</div>	224.64\$	Accepted	Accepted	<div></div>
3	20220222-09141992	Beauty Shop	<div>Toddler Baby Girl Valentine's Day Outfits Mama's Bestie Long Sleeve Dress Love Heart Princess Tutu Tutu Dresses - (Quantity: 1)</div>	90.00\$	Accepted	Accepted	<div></div>
4	20220220-07431857	Beauty Shop	<div>Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) - (Quantity: 2)</div> <div>Women's Zip Up Safari Military Anorak Jacket with Hood Drawstring - Regular and Plus Sizes - (Quantity: 1)</div> <div>Size: S</div>	300.00\$	Accepted	Pending	<div></div> <div></div> <div></div>
5	20220216-13441599	The Shop	<div>Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2)</div>	55.00\$		Accepted	<div></div>

Activate Windows
Go to Settings to activate Windows.

Dashboard

Product

Orders

Customers

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Refund Requests

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+ Add New

English

Admin

Choose Shop

Type Order code & hit Enter

Refund requests

#	Order code	shop	products	Amount	Seller Approval	Status	Options
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2	20220308-10421718	Beauty Shop	<div>TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2)</div> <div>TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)</div>	224.64\$	Accepted	Accepted	<div></div>
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5	20220216-13441599	The Shop	<div>Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2)</div>	55.00\$		Accepted	<div></div>

Activate Windows
Go to Settings to activate Windows.

Refund Request Information

Refund Reason

The product do not match the description

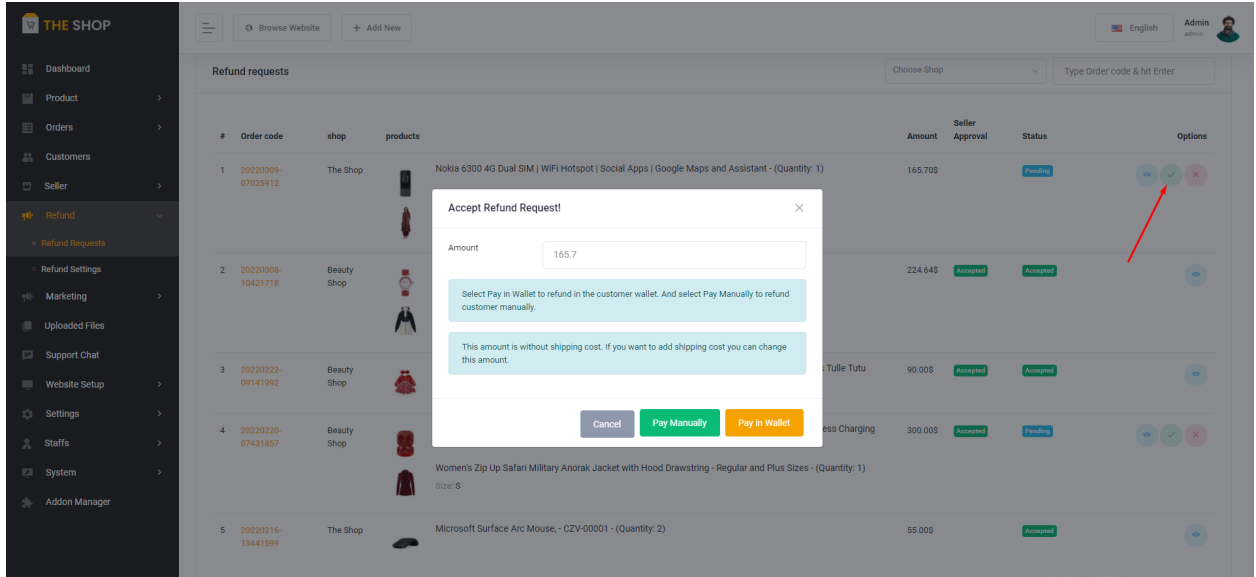
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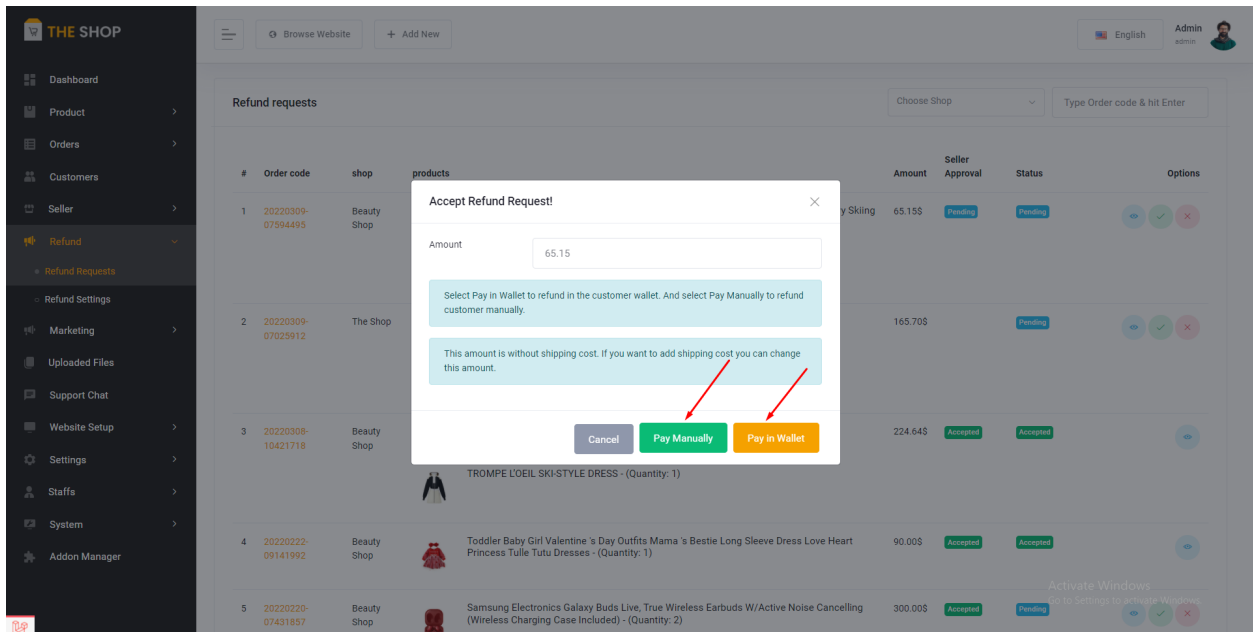
21.99 KB



9. How does the admin send Refund Amount to the customers?

Answer:


- From the Refund Request accept form, choose a payment option **“Pay Manually”** or **“Pay in Wallet”**.
- If the admin choose the **Pay in Wallet** option, the refund amount is added to the customer wallet Immediately.
- If the admin choose the **Pay Manually** option, the admin have to pay the refund amount to the customer manually.



10. How customers Check Refund Request Status?

Answer:

- From the customer panel go to the **"Refund Requests"**.
- From here customers can see all **refund requests** and **refund status**.



Christina Ashens
customer@example.com

Dashboard

Purchase History

< Refund requests

Wishlist

Followed shops

My Wallet

Coupons

Manage Profile

Refund requests

Order code	shop	products	Amount	Status
20220309-07594495	Beauty Shop	Men's Tundra Winter Jackets Insulated Waterproof Snow Parka 3M Thiosulfate Heavy Skiing Jacket With Added Visibility Fabric: Leather Quantity: 1 TROMPE L'OEIL SKI-STYLE DRESS Quantity: 1	65.15\$	Pending
20220309-07025912	The Shop	Nokia 6300 4G Dual SIM WIFI Hotspot Social Apps Google Maps and Assistant Quantity: 1 Maroon Band Collar Embellished Kurta Set Size: Medium Quantity: 1	165.70\$	Pending
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