

The Shop Refund Addon Documentation

Developer: ActiveITzone Limited

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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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6. How to send a Refund Request?
7. How to approve/reject Refund Requests by seller?
8. How to approve/reject Refund Requests by admin?
9. How does the admin send Refund Amount to the customers?
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 shows the 'Refund Settings' page in the admin panel. The page is divided into three main sections:

- Set Refund Time:** A form with a text input field containing '30' and a dropdown menu set to 'days'. An orange 'Update' button is located below the input field.
- Select Order Status:** A form with a dropdown menu currently showing 'Delivered'. An orange 'Update' button is located below the dropdown.
- Refund Reasons:** A list of five text input fields, each with a red 'X' icon to its right. 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'. Below the list are an 'Add New' button and an orange 'Update' button.

The left sidebar contains a navigation menu with the following items: Dashboard, Product, Orders, Customers, Seller, Refund (highlighted), Refund Requests, Refund Settings (highlighted), Marketing, Uploaded Files, Support Chat, Website Setup, Settings, Staffs, System, and Addon Manager. The top right corner shows the user 'Admin' and the language 'English'.

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.

THE SHOP

Dashboard

Product

Orders

Inhouse Orders

Seller Orders

Customers

Seller

Refund

Marketing

Uploaded Files

Support Chat

Website Setup

Settings

Staffs

System

Addon Manager

Browse Website

+ Add New

English

Admin

admin

Payment Status: Paid

Shipping Address: 123456789, 3977 Duke Lane, Alabaster, 5520, Alabama, United States

Billing Address: 123456789, 3977 Duke Lane, Alabaster, 5520, Alabama, United States

Delivery Status: Shipped

#	Product	QTY	Unit price	Unit tax	Total
1	Soundcore by Anker Life Q35 Multi Mode Active Noise Cancelling Headphones	2	199.00\$	0.00\$	398.00\$
2	Silicone Fit Designed for HomePod Mini Stand HomePod Mini Speaker Holder - White Visit the Spigen Store	3	80.00\$	0.00\$	240.00\$

Sub Total: 638.00\$

Tax: 0.00\$

Shipping: 2.00\$

Coupon discount: 0.00\$

Total: 640.00\$

Refund requests

Create Refund

Tracking url:

Save

Order updates

Order status updated to shipped. by Admin at 06:25am, 27-02-2022

Payment status updated to paid. by Admin at 06:25am, 27-02-2022

Order has been placed. by Christina Adams at 01:39pm, 23-02-2022

THE SHOP

Dashboard

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English

Admin

admin

Order code: 20220223-13395760

#	Product	Refund Qty	Unit price	Unit tax	Total
1	Soundcore by Anker Life Q35 Multi Mode Active Noise Cancelling Headphones	1	199.00\$	0.00\$	398.00\$
2	Silicone Fit Designed for HomePod Mini Stand HomePod Mini Speaker Holder - White Visit the Spigen Store	2	80.00\$	0.00\$	240.00\$

Sub Total: 638.00\$

Tax: 0.00\$

Shipping: 2.00\$

Coupon discount: 0.00\$

Total: 640.00\$

Refund Info

Refund Amount: 359

Reasons: The product do not match the description

Note: Lorem ipsum is simply dummy 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...

Payment Type: Wallet

Attachments: 2 Files selected

feature... .png 1.5 KB

feature... .png 2 MB

Refund

Seller:

- Go to the **Order Details** page.
- Click on the **Create Refund** button.
- Select the products, product quantity, Refund Amount, Refund Reasons, Note and Attachments if any.
- And click on the **Refund** button

- 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\$



Christina Ashens
customer@example.com

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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	- 1 +	78.40\$	156.80\$
<input checked="" type="checkbox"/>	 Maroon Band Collar Embellished Kurta Set Size : Medium	- 1 +	87.30\$	174.60\$
<input type="checkbox"/>	 Microsoft Surface Arc Mouse, - CZV-00001	- 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

41f0nuJvqrl.jpg

Request Refund

Ar



Christina Ashens
customer@example.com

- Dashboard
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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 Tulle 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. On the left is a sidebar menu with 'Refund Requests' highlighted. The main area shows a table with the following data:

#	Order code	products	Amount	Status	Admin Approval	Options
1	20220309-07594495	Men's 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	Check, Cross, Eye
2	20220308-10421718	TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2) TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)	224.64\$	Accepted	Accepted	Eye
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	Eye
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	Eye

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.

THE SHOP

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 - Refund Requests
 - Refund Settings
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- Staffs
- System
- Addon Manager

English

Browse Website + Add New

Choose Shop Type Order code & hit Enter

Refund requests

#	Order code	shop	products	Amount	Seller Approval	Status	Options
1	20220309-07025912	The Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Nokia 6300 4G Dual SIM WIFI Hotspot Social Apps Google Maps and Assistant - (Quantity: 1) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> Maroon Band Collar Embellished Kurta Set - (Quantity: 1) Size: Medium </div> </div>	165.70\$	Pending	Pending	
2	20220308-10421718	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1) </div> </div>	224.64\$	Accepted	Accepted	
3	20220222-09141992	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Toddler Baby Girl Valentine's Day Outfits Mama's Bestie Long Sleeve Dress Love Heart Princess Tulle Tutu Dresses - (Quantity: 1) </div> </div>	90.00\$	Accepted	Accepted	
4	20220220-07431857	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) - (Quantity: 2) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> Women's Zip Up Safari Military Anorak Jacket with Hood Drawstring - Regular and Plus Sizes - (Quantity: 1) Size: S </div> </div>	300.00\$	Accepted	Pending	
5	20220216-13441599	The Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2) </div> </div>	55.00\$	Accepted	Accepted	

Activate Windows
Go to Settings to activate Windows.

THE SHOP

- Dashboard
- Product
- Orders
- Customers
- Seller
- Refund
 - Refund Requests
 - Refund Settings
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- Uploaded Files
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- Addon Manager

English

Browse Website + Add New

Choose Shop Type Order code & hit Enter

Refund requests

#	Order code	shop	products	Amount	Seller Approval	Status	Options
1	20220309-07025912	The Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Nokia 6300 4G Dual SIM WIFI Hotspot Social Apps Google Maps and Assistant - (Quantity: 1) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> Maroon Band Collar Embellished Kurta Set - (Quantity: 1) Size: M </div> </div>	165.70\$	Pending	Pending	
2	20220308-10421718	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1) </div> </div>	224.64\$	Accepted	Accepted	
3	20220222-09141992	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Toddler Baby Girl Valentine's Day Outfits Mama's Bestie Long Sleeve Dress Love Heart Princess Tulle Tutu Dresses - (Quantity: 1) </div> </div>	90.00\$	Accepted	Accepted	
4	20220220-07431857	Beauty Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Samsung Electronics Galaxy Buds Live, True Wireless Earbuds W/Active Noise Cancelling (Wireless Charging Case Included) - (Quantity: 2) </div> </div> <div style="display: flex; gap: 5px; margin-top: 5px;"> <div style="font-size: 8px;"> Women's Zip Up Safari Military Anorak Jacket with Hood Drawstring - Regular and Plus Sizes - (Quantity: 1) Size: S </div> </div>	300.00\$	Accepted	Pending	
5	20220216-13441599	The Shop	<div style="display: flex; gap: 5px;"> <div style="font-size: 8px;"> Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2) </div> </div>	55.00\$	Accepted	Accepted	

Refund Request Information

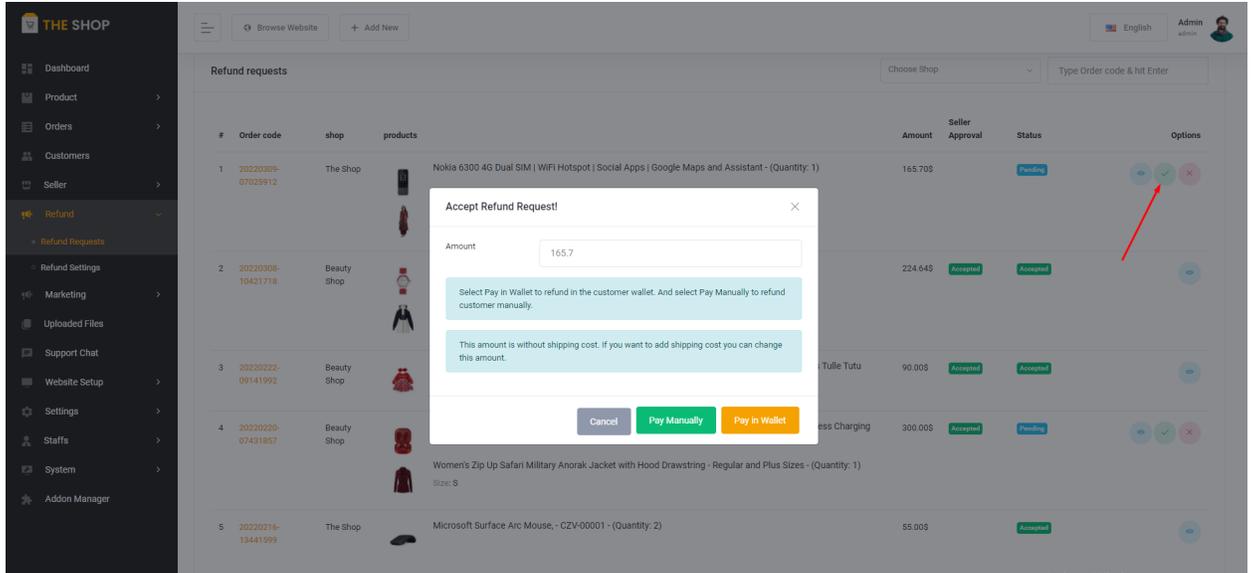
Refund Reason The product do not match the description

Note Lorem Ipsum is simply dummy 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

4110nuJvqrL.jpg
31.09 KB

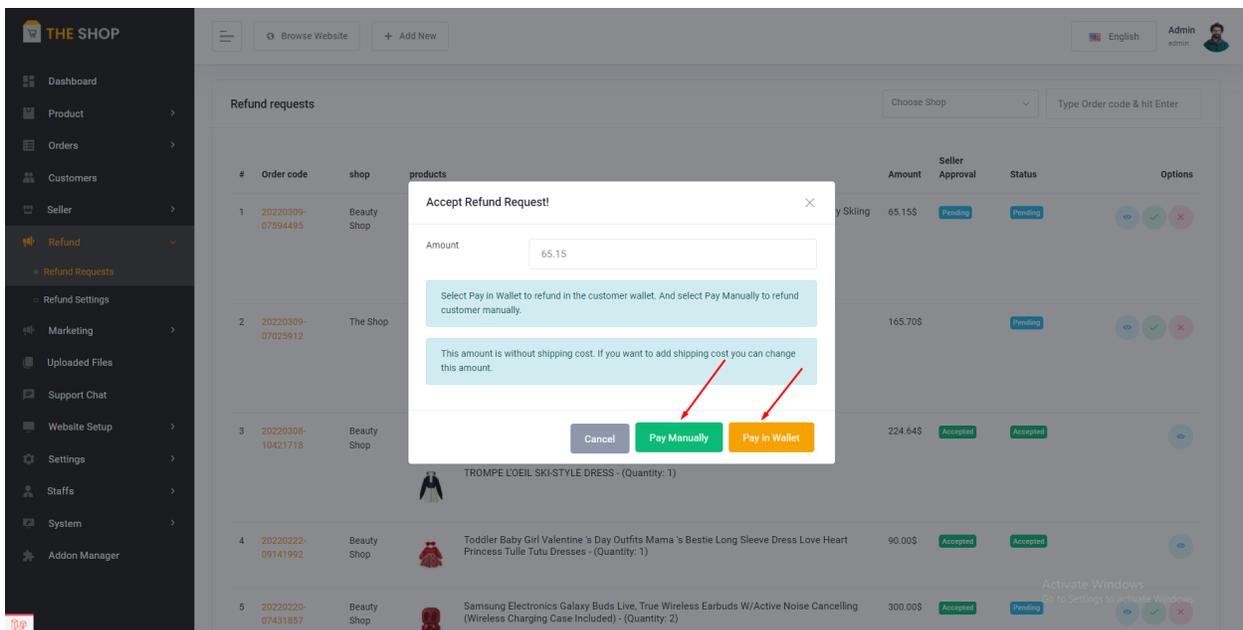
Activate Windows
Go to Settings to activate Windows.



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

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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
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 Tulle 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-	The Shop	Microsoft Surface Arc Mouse, - CZV-00001	55.00\$	Accepted

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