Loi Hamon Module

User Guide: Installation and Configuration

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I. License

Thank you for choosing and buying the "*Loi Hamon*" module!

The "*Loi Hamon*" module for the Prestashop solution has the same license as all the modules available on the http://addons.prestashop.com website. Therefore, this module can be used only once for a Prestashop online store.

If you use this module on several online shops using the solution Prestashop, please pay the licence as much time that it will be necessary by buying this module.

For further information, please send an email to: contact@uplight.fr

II. Introduction

1.1 Background

Since June 13, 2014, the "Hamon" Act imposes a cooling-off period of 14 days for online shop customers.

In addition, a specific form of withdrawal must be made available to customers, so that they can easily make the retraction request. When sending this request, the customer must receive a confirmation e-mail relating to its application.

The "*Loi Hamon*" add-on proposes to integrate this type of form just within your shop.

Finally, the withdrawal form of the "*Loi Hamon*" add-on has been developed in Responsive Design. So, it will be perfectly accessible on smartphones and tablets.

1.2 Purpose of this document

This document is designed to describe the installation and configuration of the "*Loi Hamon*" module, developed by the Uplight Company as a module for Prestashop online store solution.

1.3 Has who is intended this document?

This document applies to all persons having an online shop with Prestashop solution (or wishing to put one in place) and acquired the "*Loi Hamon*" module. This person will then make a full use of the features that offers this module.

III. Features

The "*Loi Hamon*" add-on allows adding a page containing a withdrawal form accessible to all your customers from the "my account" rubric.

The main features of this module are:

- Settings of the Withdrawal request
- Registration of requests in the « Merchandise returns » for returns monitoring
- Contact selection of the "Customer Service" section that will receive withdrawal requests by e-mail
- Withdrawal requests available in the "Customer Service" section of the back office
- Automatic withdrawal confirmation sent to the client application
- Ability to add a file upload field to the form
- Configuration of the page title (Meta title)
- Configuration of the page description (Meta description)
- Ability to add a un message (via WYSIWYG) above the form
- Multi-languages add-on

IV. Module installation

3.1 Requirements

Being developed for the Prestashop solution, the "*Loi Hamon*" add-on requires a fully functional online store based on this system.

This module has been tested and works perfectly on Prestashop 1.5.2, 1.5.3.1, 1.5.6, 1.5.6.2, 1.6.0.4, 1.6.0.5, 1.6.0.6 and the 1.6.0.8 version (the last official version at the time of this writing).

In order to install and configure this module, it must obviously be have access to the "Administration" section of the shop. If the user rights management is in place, make sure to have access to the tab "Modules" of the administration area.

3.2 Reminders

The Prestashop solution is based on a modular system which allows you to add additional functionality, through an interface dedicated to this. The "*Loi Hamon*" module uses this system and so, use the same installation way as any other module.

The purpose of this document is not to describe the use of modules in the Prestashop solution so, we refer you to the official documentation that you can find at the following address: http://www.prestashop.com/fr/downloads/

3.3 Installation

For the purposes of this document we will consider that our shop is available at: http://localhost/prestashop.

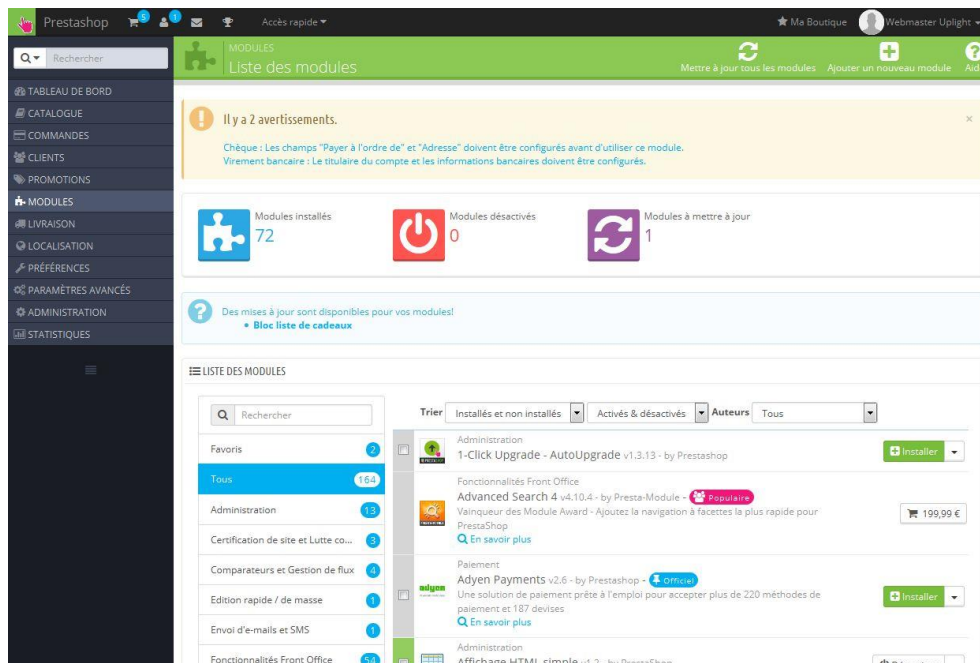The area of administration will be available at: http://localhost/prestashop/admin123/.

Note: for obvious security reasons it is advisable not to have a simple name (admin123) for access to the area of administration of your shop.

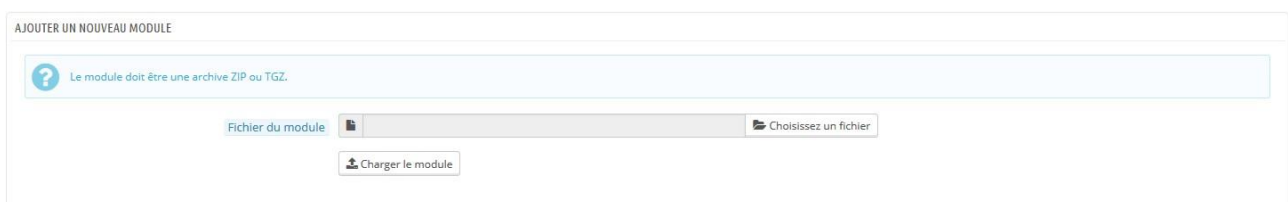The Prestashop solution offers two ways to load a module:

- From the "Modules" tab of the admin area page
- From the files tree of your Prestashop store

3.3.1 Loading through the area of administration

First go to the "Modules" page by clicking on the tab of the same name.

At the top of this page, click on the link "add a module from my computer". The area appears as follows:

To install the module, the "*loihamon.zip*" file is required. It has provided during the acquisition of the module.

In the left box ("the module file"), click on the "Browse" button.

In this dialog box, select the "*loihamon.zip*" file, and then click on the "open" button. Once the file selected, click on the "Upload this module" button below the "Browse" button in the previous screenshot.

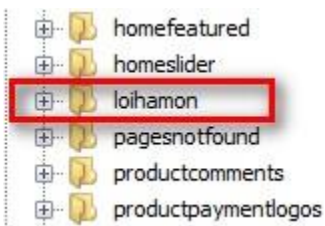The "*Loi Hamon*" module is then loaded into the modules list.

To find it, you can either use the search function of the "Modules" page by typing the name "*Loi Hamon*" (the first 3 letters should be sufficient to display it), or unfold the "Front Office Features" category.

Then, the "*Loi Hamon*" module appears confirming that the module has been loaded:

3.3.2 Loading by the files tree of the shop

Another way to load the "*Loi Hamon*" module, is to unzip the "*loihamon.zip*" file, provided during the acquisition of the module, using a program such as Winzip, Winrar, 7-Zip, or even Windows.

Once this done, you get a directory named "*loihamon*" containing all the files and directories necessary for the proper functioning of the module. We must then copy this directory, and placed in the "modules" directory of your shop, next to all other modules in your Prestashop store.

Then, go to the admin area of your store (in our case http://localhost/prestashop/admin123/) and display the "Modules" page by clicking on the tab of the same name.

To find the module, you can either use the search function of the "Modules" page by typing the name "*Loi Hamon*" (the first 3 letters should be sufficient to display it), or unfold the "Front Office Features" category.
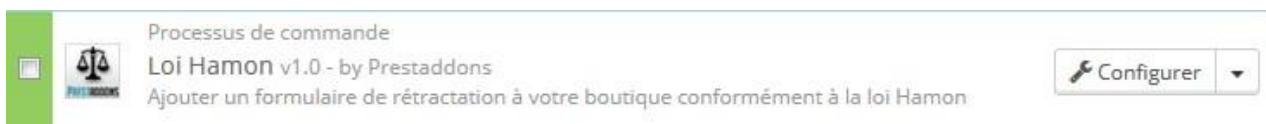
Then, the "*Loi Hamon*" module appears confirming that the module has been loaded:

3.3.3 Installing the module

The installation is very simple. A click on the "Install" button makes the "*Loi Hamon*" module to be operational (with default options).
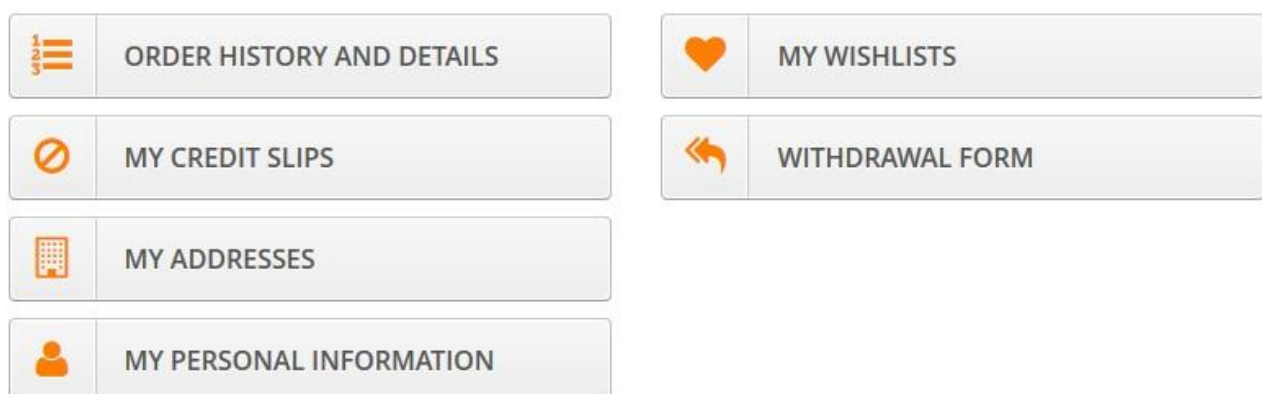

Although operational, you can configure anytime the "*Loi Hamon*" module. To do this, click on the "configure" button.

The withdrawal form is available for all clients from the "My account" rubric:

MY ACCOUNT

Welcome to your account. Here you can manage all of your personal information and orders.

ORDER HISTORY AND DETAILS

MY WISHLISTS

MY CREDIT SLIPS

WITHDRAWAL FORM

MY ADDRESSES

MY PERSONAL INFORMATION

A click on the button 'Withdrawal form' will be appearing the form:

CUSTOMER SERVICE - WITHDRAWAL FORM

According to the Hamon Law, you can send a retraction request to our Customer Service, within 14 days after your order.

SEND YOUR REQUEST

Order ID

-- Choose --

Delivery date

Name*

John Doe

Billing address*

Avenue des Champs Fleuris
75000 Paris

E-mail address

pub@prestashop.com

Phone number

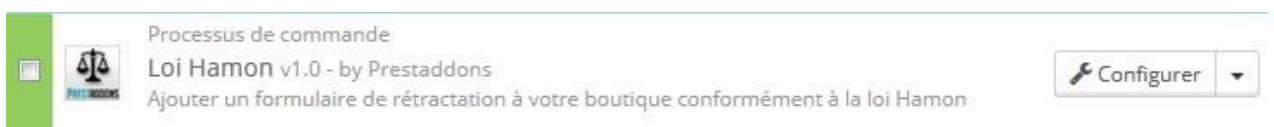0164000000

Attach File

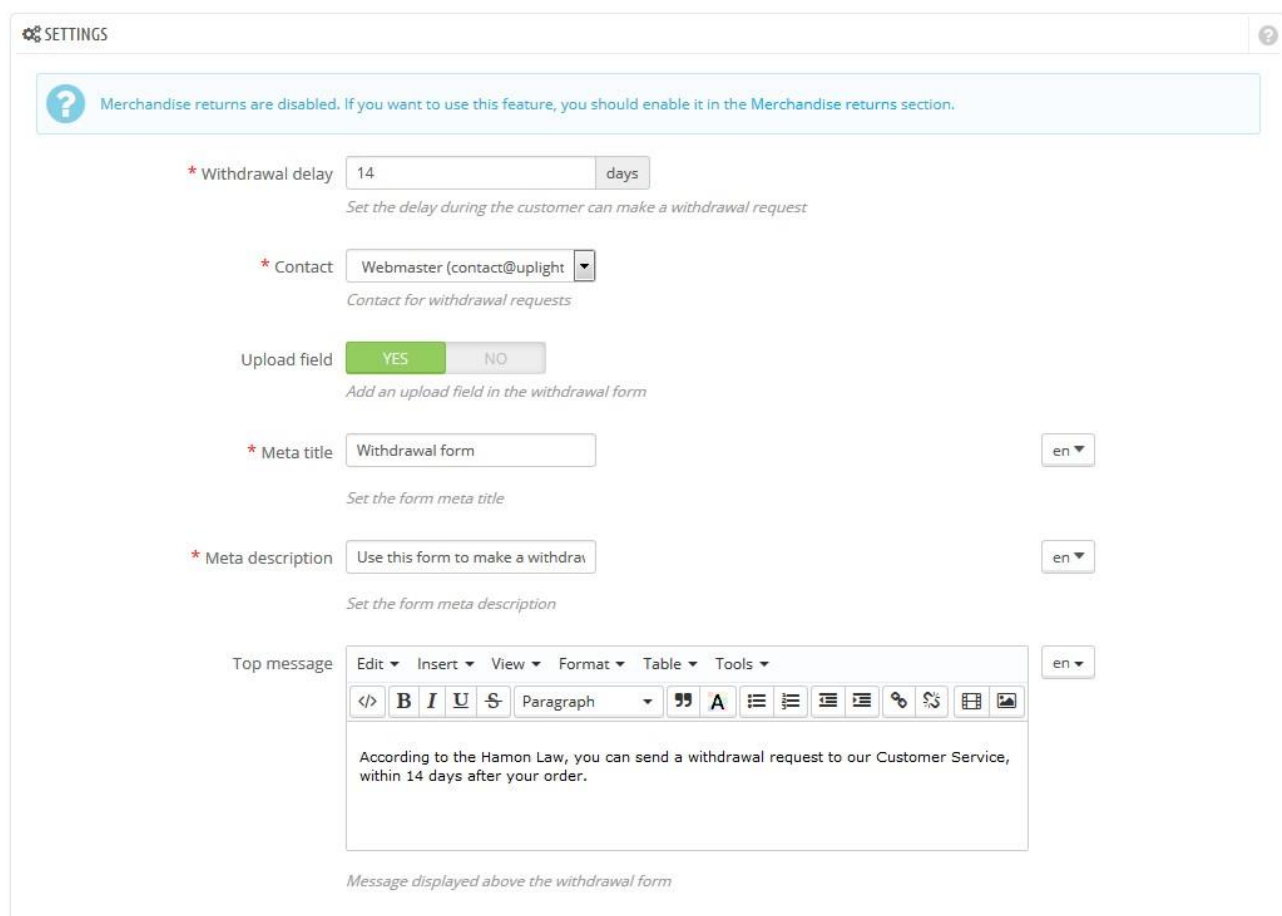No file selected   Choose File

Send >

Message

V. Module configuration

On the "Modules" page, search the "*Loi Hamon*" module, by using the "Modules" page search function by typing the name "*Loi Hamon*" (the first 3 letters should be sufficient to display it), or unfold the "Front Office Features" category.

The "*Loi Hamon*" module appears:

A click on the "Configure" button displays the module configuration page:

The admin section of the "*Loi Hamon*" module has been translated into English and French and it automatically displays the correct language according to the language used for the management of your shop. However, it is possible to create new translations for other languages through the translation system of the Prestashop solution (for more information, see the official documentation of the Prestashop solution: http://www.prestashop.com/fr/downloads/)).

In this section, we detail features by section.

4.1 Settings area

If the "Merchandise returns" feature of your shop is not activated, the "*Loi Hamon*" add-on invites you to do so. Indeed, this module uses this feature so that you and your customers can have a real follow-up on their request for withdrawal and returns of Merchandise.

This area contains the main features of the "*Loi Hamon*" add-on:

- « Withdrawal delay »: period during which a client may request a withdrawal. This period starts from the delivery date of an order. After this period, the customer will no longer have the opportunity to request a withdrawal for its order.
- « Contact » : allows choosing the contact (from "Customer Service" rubric) for withdrawal requests
- « Upload field » : add an upload field in the withdrawal form
- « Meta Title » : set the form meta title
- « Meta Description » : set the form meta description
- « Message » : message displayed above the withdrawal form

The "Save" button will save all your changes.

4.2 Support area

This area, accessible by clicking the « Support » icon at the top right, only provides access to the module documentation, send an e-mail to our team in charge of the support, or to read Copyright information.

For more information, also see "Additional information" and "Support" of this document.

VI. Additional information

5.1 Useful files

You can customize the withdrawal form and the link presents in the 'My account' section of the module, so that they fit into your template. To do this, you have .tpl files in the 'Loi Hamon' add-on directory (/modules/loihamon/views/templates) :

- /hook/loihamon.tpl : file corresponding to the "my account" link
- /front/retractation.tpl : file corresponding to the withdrawal form

These files are 'Smarty template' and are editable in the same way as any other page of your store, present in the /themes directory.

For layout changes, the «loihamon.css» CSS file is at your disposal in the /modules/loihamon/css/ directory.

To modify emails templates, files are located in the directory: /modules/loihamon/mails/

A subdirectory for each language contains mails templates in .html and .txt format. You can add other languages by maintaining the same file tree.

Note: If your shop is under 1.5 version, the files to modify will be suffixed by '15' (e.g.: retractation15.tpl, loihamon15.css).

VII. Support

Our team did its best to develop the "*Loi Hamon*" module. Despite the many tests that we were able to do so, some bugs, unknown at the present time, can be presents in this application.

In order to develop this module and provide a quality service, we provide full support for our creations.

Don't hesitate to contact us at the address: contact@prestaddons.fr

You can use this email address to tell us of any dysfunction, ask for more information, or simply give your opinion on the future developments of this module. We will answer you as quickly as possible.

Check out all our addons for Prestashop on: **www.prestaddons.fr**

Thanks for using the "*Loi Hamon*" add-on for Prestashop solution and good sales!