Refund system
Active eCommerce Addon

ACTIVE ECOMMERCE CMS
LARAVEL VERSION OF ACTIVE SUPER SHOP

Documentation

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Addon For: Active eCommerce CMS
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Documentation

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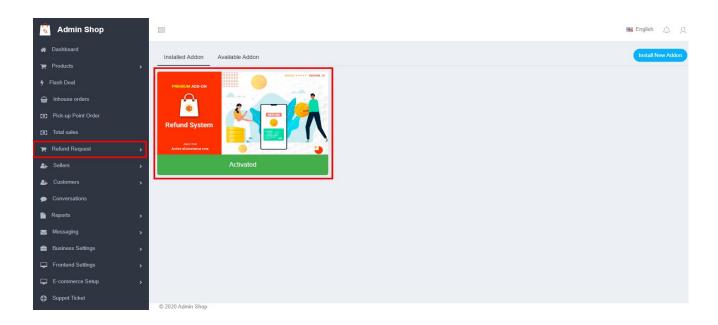10. Can the admin see the approved refund request history?

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1. **What is the Refund System?**

   Answer: Refund System is a feature of e-commerce websites that gives an opportunity to customers to send a refund request to sellers after getting delivered the product that the customer purchased.

2. **How to install the script?**

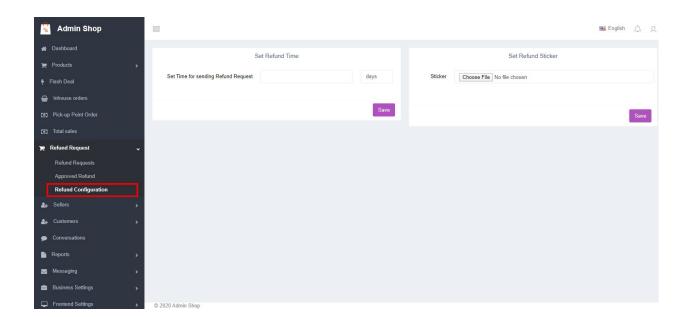   **Answer:** To install Refund system you need to follow the below steps :

   - **Active eCommerce cms** should be **pre-installed** on your server.
   - **Purchase** and **Download** the **Refund Addon file**.
   - **Login** into your admin panel of the system
   - Go to **Addon Manager**
   - Click on **Install New Addon**
   - Choose the **downloaded zipped file** and click on **Install**.
   - After Installation, you will find the **Refund Menu in your left sidebar** of the admin panel.
   - Now you need to **configure the Refund** Addon.

3. How to configure the Refund Addon?

Answer: After installation you need to configure the refund addon. To configure Refund Addon you need to follow the below steps :

- First you need to **Login** into your admin panel and **Activate your wallet system** from the **Business Settings -> Activation**.
- Now, go to the **Refund Configuration** sub-menu under the **Refund Menu** from the left sidebar.
- Set **Refund time** for the customers and Click on Save.
- Set **Refund Sticker** and Click on Save.
- You will also get a new refund option at the time of **product add** and **edit**.
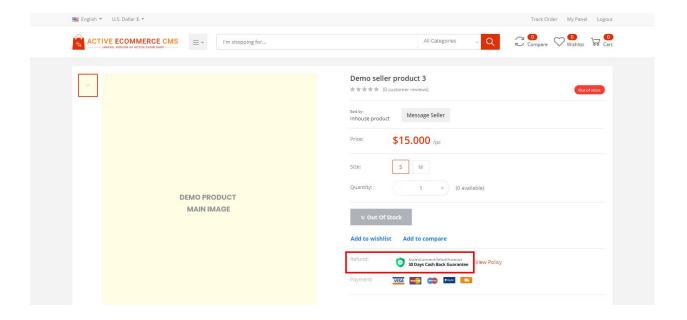- If the **refund option is enabled** then the customer will be **able to send the refund request**.

4. What is Refund Time?

Answer: Refund time is for the customers to send a refund request after getting delivered the purchased product. And time is calculated from the order created time. If the time is crossed, the customer can not send the refund request.

5. What is Refund Sticker?

Answer: After installing the refund system, a new portion will display in the product details page. Refund Sticker is for that portion. If you don't set any refund sticker, a default is there to display.

6. How to send a Refund Request?

Answer: To send a Refund request the customer need to follow the below steps:

- First of all, the customer needs to get delivered his/her purchased product.
- Then he/she needs to go purchase history and open order details.
- If the Product is refundable and the refund request sending time has not been over then the customer will get the send request button and needs to click on it.
- He/She will be redirected to a page for writing the reason for sending a refund.
- After writing the reason, Click on Save

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7. How to get approval for a Refund Request?

Answer: After Sending the refund request, Admin and Seller both get the request and check the reason. Approval can be done by two ways:

Way-1: With seller approval

- After getting the request seller will check the reason wrote by the customer

- After checking if seller wants to refund then he/she should approve the request
- Admin can see the seller's approval.
- After getting seller approval, the admin can refund the price and tax for that product into the customer wallet.
- This time, the refunded amount will be cut from seller earnings.

Way-2: Without Seller Approval
- If the seller doesn't approve the request and the admin wants to send a refund then Admin can do this.
- The admin can refund the price and tax for that product into the customer wallet.
- This time, the refunded amount will not be cut from seller earnings.

8. How to send Refund?

Answer: To send refund admin needs to follow the below steps:
- Admin should Login into his panel.
- Admin Should go Refund Request Sub-menu under the Refund System Menu.
- There he will get the request list.
- Select the Request and click on Options Button
- Click on Refund Now
- Refunds will be sent.

9. How does a customer check Refund status?

Answer: To check refund status A customer needs to follow the below steps:
- Login into his own panel and go to Sent Refund Request.
- There he/she will get to see the history of his requests.

10. Can the admin see the approved refund request history?

Answer: Yes, Admin can see the approved refund request history. To see the history admin needs to follow the below steps:
- After Login into the admin panel go to the Refund System Menu.
- Click on Approved Refund.