



M2



REFUND REQUEST

USER GUIDE

Version 1.0.0



Table of Contents

About the Extension	3
Feature List	3
2.1 Customers Can Directly Appeal For a Refund From Their Accounts	4
2.2 Customers Can Refund Request From Their Account Section	4
2.3 Customize Refund Request Popup For Customers	4
2.4 Manage All Refund Requests from a Grid	4
2.5 Admin Will Get An Email Notification For Each Refund Request	4
2.6 Specify Days To Show Refund Request Button On Frontend	4
2.7 Send Email To Customers To Notify Them About The Admin's Decision	5
2.8 Google reCAPTCHA V3 To Avoid Spam Refund Requests	5
Steps to Follow	5
How to Configure?	6
4.1 General Settings	6
4.1.1 General Configuration	6
4.1.1.1 Enable Module	6
4.1.1.2 Refund Time (Days)	6
4.1.1.3 Enable Email Notifications	6
4.1.1.4 Admin Email	6
4.1.2 Request Popup Configuration	7
4.1.2.1 Enable Popup	7
4.1.2.2 Popup Title	7
4.1.2.3 Enable Refund Description	7
4.1.3 Recaptcha Configuration	8
4.2 Request List	8
4.2.1 Refund Request	8
4.2.2 Click On Accept/Reject To Response The Refund Request	8
StoreFront End	10
5.1 Refund Request - Log in to Customer's Account	10
5.2 Refund Request - Refund Popup	10
5.3 Refund Request - Google reCAPTCHA	11
5.4 Refund Request - Shown Requested Against Your Order	12
5.5 Refund Request - Email Confirmation	13
5.6 Refund Request - Order Status	14
Disclaimer	14



1.About the Extension

Online shopping may become a cumbersome task for shoppers to find a perfect fit when the products get delivered to the home. Also sometimes it happens that you receive a damaged product or you are not satisfied with the product quality or fitting.

Although the refund process for all the stores is not the same, also manually raising requests or getting in touch with the store owner may take time and your store customer hates waiting. At that time setting up a streamlined & easiest process for the customers to raise refund requests from their account section can help to save tons of time and effort.

Moreover, positively accepting **customers' refund requests** and giving them enough importance is the vital part of best **customer service**. Also, shoppers are more likely to buy from a store that offers a flexible refund policy so adding such functionality to your Magento 2 store helps you to attract new customers and retain existing customers.

Magento 2 Refund Request Extension by FME enables a refund request form in the frontend using which your customers can request a refund and the admin can process those requests with the backend grid. Using an extension, the admin can set maximum refund days to accept customer refund requests.

2.Feature List

- Customers Can Directly Appeal For a Refund From Their Accounts
- Customers Can Refund Request From Their Account Section
- Customize Refund Request Popup For Customers
- Manage All Refund Requests On Magento 2 Refund Request Details Page
- Admin Will Get An Email Notification For Each Refund Request
- Specify Days To Show Refund Request Button On Frontend
- Send Email To Customers To Notify Them About The Admin's Decision



- Google reCAPTCHA V3 To Avoid Spam Refund Requests

2.1 Customers Can Directly Appeal For a Refund From Their Accounts

Due to any reason, customers are willing to claim a refund. This can be easily done from their My Account section.

2.2 Customers Can Refund Request From Their Account Section

In Magento 2 Refund Request extension, after logging in to My Account, customers can locate the order, click the Refund Request button and state the reason for the request in a convenient return order popup form.

2.3 Customize Refund Request Popup For Customers

Magento 2 Refund Request extension supports customizing refund confirmation popup. Admin can add the title, description of popup, and text input field for customer comments.

2.4 Manage All Refund Requests from a Grid

All refund inquiries from customers are stored in a refund request grid for convenient management. Magento 2 Refund Request grid consists of order information, the reason for return orders, and refund status (Accept, Reject) for the admin to process the refund requests.

2.5 Admin Will Get An Email Notification For Each Refund Request

This extension enables the functionality to notify the admin through E-mail when there is any refund request by the customer.

2.6 Specify Days To Show Refund Request Button On Frontend

Contain the option to set the refund button for a specified period of time after the product is purchased. With the completion of the time period, the refund button will be disabled.



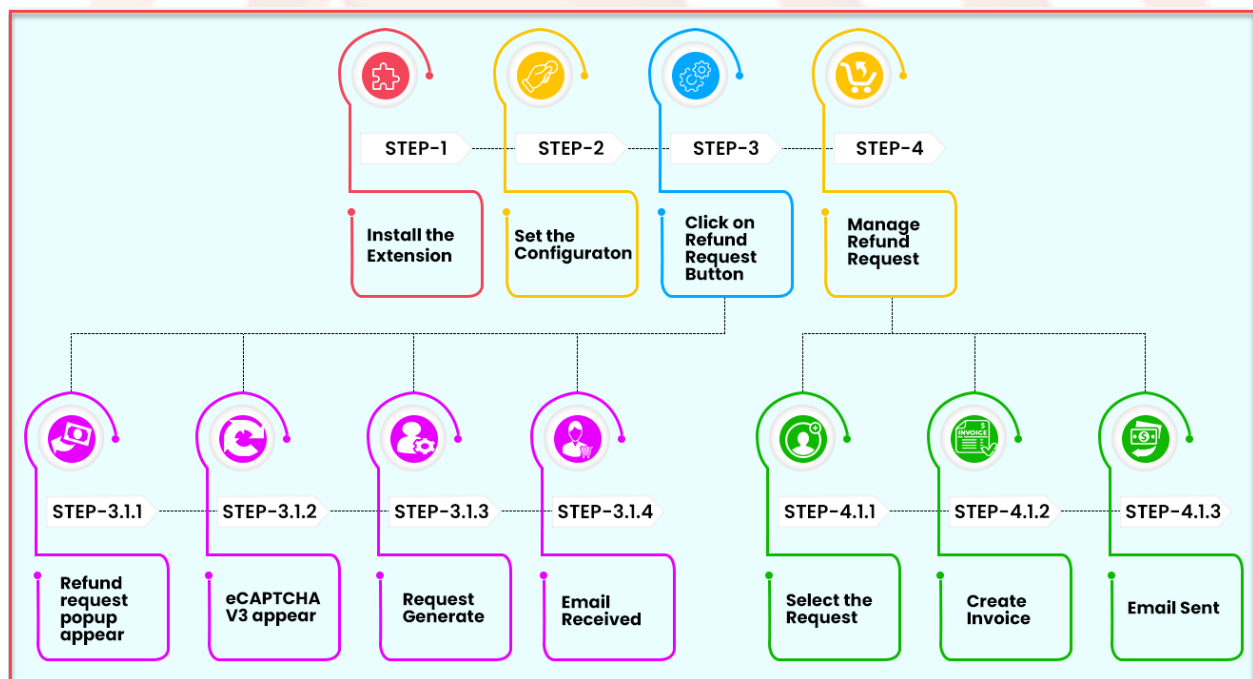
2.7 Send Email To Customers To Notify Them About The Admin's Decision

Using Magento 2 Refund Request extension, the admin can select sender, receiver, and template of emails. After admin select accept or reject on the request details page, Magento 2 refund request by Customer extension sends the acceptance or reject email to customers.

2.8 Google reCAPTCHA V3 To Avoid Spam Refund Requests

To avoid spam refund requests, Google reCAPTCHA v3 is integrated with the extension to enable in the form.

3.Steps to Follow



Step 1: Install the Extension - See the installation guide

Step 2: Set the Configuration - Set the general configurations

Step 3: Click on Refund Request Button - Customer can click on the refund request button to refund the order.



Step 4: Manage Refund Request - Admin panel can manage the refund status (Accept, Reject) for the process of refund requests

Step 3.1.1 Refund request popup appear - Customer add all the detail related to refund request

Step 3.1.2 reCAPTCHA V3 appear - To avoid spam refund requests

Step 3.1.3 Request Generate - Refund request sent to the admin panel

Step 3.1.4 Email Received - Customer received accepted/rejected refund request email from the store

Step 4.1.1 Select the Request - Admin panel have a right to accept or reject the refund request

Step 4.1.2 Create Invoice - Admin can create the invoice if the request will be accepted

Step 4.1.3 Email Sent - Accepted refund request email sent to the customer

4. How to Configure?

4.1 General Settings

On the admin panel sidebar, go to **FME EXTENSIONS** and click **Refund Request Configurations**. Here you will find the following settings:

4.1.1 General Configuration

4.1.1.1 Enable Module

Select **'Yes'** or **'No'** to Enable/Disable the module

4.1.2 Refund Time (Days)

Set the refund button for a specified period of time after the product is purchased. With the completion of the time period, the refund button will be disabled.

4.1.3 Enable Email Notifications

Select **'Yes'** or **'No'** to Enable/Disable the email notification

4.1.4 Admin Email

Enter the admin's email id



Configuration

Save Config

MAGETOP.COM

FME

Manage Requests

General Configuration

Enable Extension ?
[global] Yes

Refund Time (days)
[global] 2
Days in which order can be refunded.

Enable Email Notifications ?
[global] Yes

Admin Email
[global] hassan.zamlr@unitedsol.net
Enter admin email to recieve notifications

4.1.2 Request Popup Configuration

4.1.2.1 Enable Popup

Select 'Yes' or 'No' to Enable/Disable the request popup

4.1.2.2 Popup Title

Enter the title of the popup window

4.1.2.3 Enable Refund Description

Select 'Yes' or 'No' to Enable/Disable the refund description

Request Popup Configuration

Enable Popup ?
[global] Yes

Popup Title
[global] Refund Request

Enable Refund Description ?
[global] Yes



4.1.3 Recaptcha Configuration

4.1.3.1 Enable Google Recaptcha

Select 'Yes' or 'No' to Enable/Disable the google reCaptcha

Recaptcha Configuration

Enable Google Recaptcha ?
[global]

Yes

4.2 Request List

4.2.1 Refund Request

Now login to the backend click on Refund Request to navigate to the grid you will receive the refund request from a customer

DASHBOARD

SALES

CATALOG

SMTP

CUSTOMERS

MARKETING

CONTENT

Refund Requests

Filters

Default View

Columns

Export

Actions

4 records found

20 per page

1 of 1

	Refund Request ID	Customer Name	Customer Email	Refund Description	Request Status	Order ID	Action
<input type="checkbox"/>	4	Hassan Shah	hassansyed1233@gmail.com	Product was broken	pending	141	Select
<input type="checkbox"/>	3	Veronica Costello	hassansyed1233@gmail.com	uhduxshu hrfeduis hrefndish	approved	140	Select
<input type="checkbox"/>	2	Veronica Costello	roni_cost@example.com		pending	133	Select
<input type="checkbox"/>	1	Veronica Costello	hassansyed1233@gmail.com	jrfjdcxjknfnfdvklxcnllfdcxm rfndc xjkrfndcxz	rejected	139	Select

4.2.2 Click On Accept/Reject To Response The Refund Request

For Accept an order should have an invoice otherwise you will be redirected to the invoice page showing a warning message create invoice and then go to the refund grid and accept the request.



One or more of the Cache Types are invalidated: Page Cache, Configuration. Please go to [Cache Management](#) and refresh cache types. System Messages: 1

Refund Requests

Accept Request

Are you sure you want to Accept a Request having ID 4?

Cancel OK

Actions 4 records found

	Refund Request ID	Customer Name	Customer Email	Refund Description	Request Status	Order ID	Action
<input type="checkbox"/>	4	Hassan Shah	hassansyed1233@gmail.com	Product was broken	pending	141	Select
<input type="checkbox"/>	3	Veronica Costello	hassansyed1233@gmail.com	uhduxhu hrfeudis hrefndish	approved	140	Accept
<input type="checkbox"/>	2	Veronica Costello	roni_cost@example.com		pending	133	Reject
<input type="checkbox"/>	1	Veronica Costello	hassansyed1233@gmail.com	jrfdcxjknfnfdvklxcnllfdcxm rfndc xjkrfndcxz	rejected	139	Select

New Invoice

← Back Reset

No Invoice found against this order please create an invoice for the selected order, After Creating Invoice go to the refund listing and try again

Order & Account Information

Order # 000000140 (The order confirmation email was sent)

Account Information [Edit Customer](#)

Order Date	Nov 24, 2021, 3:14:53 AM	Customer Name	Veronica Costello
Order Status	Pending	Email	roni_cost@example.com
Purchased From	Main Website Main Website Store Default Store View	Customer Group	General

Placed from IP ::1

4.2.3 Request Has Been Accepted

The refund request has been accepted from the admin panel

Refund Requests

✓ The Request has been Approved...

Filters Default View Columns Export

Actions 4 records found 20 per page 1 of 1

	Refund Request ID	Customer Name	Customer Email	Refund Description	Request Status	Order ID	Action
<input type="checkbox"/>	4	Hassan Shah	hassansyed1233@gmail.com	Product was broken	approved	141	Select
<input type="checkbox"/>	3	Veronica Costello	hassansyed1233@gmail.com	uhduxhu hrfeudis hrefndish	approved	140	Select
<input type="checkbox"/>	2	Veronica Costello	roni_cost@example.com		pending	133	Select
<input type="checkbox"/>	1	Veronica Costello	hassansyed1233@gmail.com	jrfdcxjknfnfdvklxcnllfdcxm rfndc xjkrfndcxz	rejected	139	Select



Save the Configurations

5. StoreFront End

5.1 Refund Request - Log in to Customer's Account

Now log in to your customer account, and go to place an order, and navigate to the “ My Orders “ Section. The customer should see a link **Refund** next to Reorder in the customer's action column.

My Account	My Orders					
My Orders						
My Downloadable Products						
My Wish List						
Address Book						
Account Information						
Stored Payment Methods						
My Product Reviews						
Newsletter Subscriptions						
Compare Products						
You have no items to compare.						
My Wish List						
Order#	Date	Order Total	Status	Action		
000000140	11/24/21	\$58.46	Pending	View Order	Reorder	Refund
000000139	11/24/21	\$63.87	Closed	View Order	Reorder	Refunded
000000138	11/24/21	\$28.82	Pending	View Order	Reorder	Rejected
000000137	11/23/21	\$28.82	Pending	View Order	Reorder	Rejected
000000136	11/23/21	\$28.82	Closed	View Order	Reorder	Refunded
000000135	11/23/21	\$28.82	Closed	View Order	Reorder	Refunded
000000134	11/23/21	\$53.71	Closed	View Order	Reorder	Refunded
000000133	11/23/21	\$28.82	Closed	View Order	Reorder	Refunded
000000132	11/23/21	\$28.82	Pending	View Order	Reorder	Requested
000000131	11/23/21	\$63.87	Pending	View Order	Reorder	Rejected

5.2 Refund Request - Refund Popup

Click on Refund a Popup form will appear to fill in the description and refund reason also check Google Recaptcha and click on submit button.



Refund Request

Your Name :

Hassan Shah

Your Email :

hassansyed1233@gmail.com

Select Refund Reason :

Bad Quality

Refund Description :

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

Close

5.3 Refund Request - Google reCAPTCHA

To avoid spam refund requests, Google reCAPTCHA v3 is integrated with the extension to enable in the form



Refund Request

Your Name :

Hassan Shah

Your Email :

hassan

Select Reason :

The product

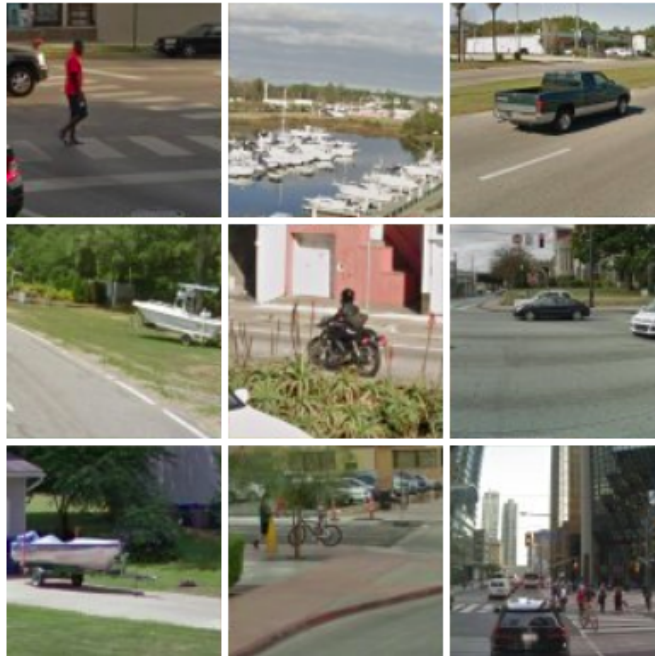
Refund

Product



Submit

Select all images with
boats



VERIFY

5.4 Refund Request - Shown Requested Against Your Order

Customer's Request will send to the admin and they will show Requested against their order



My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

My Orders

Order#	Date	Order Total	Status	Action
000000140	11/24/21	\$58.46	Pending	View Order Reorder Requested
000000139	11/24/21	\$63.87	Closed	View Order Reorder Refunded
000000138	11/24/21	\$28.82	Pending	View Order Reorder Rejected
000000137	11/23/21	\$28.82	Pending	View Order Reorder Rejected
000000136	11/23/21	\$28.82	Closed	View Order Reorder Refunded
000000135	11/23/21	\$28.82	Closed	View Order Reorder Refunded
000000134	11/23/21	\$53.71	Closed	View Order Reorder Refunded
000000133	11/23/21	\$28.82	Closed	View Order Reorder Refunded
000000132	11/23/21	\$28.82	Pending	View Order Reorder Requested
000000131	11/23/21	\$63.87	Pending	View Order Reorder Rejected

Compare Products

You have no items to compare.

My Wish List

5.5 Refund Request - Email Confirmation

Customers will receive email notification on their provided email address.

Refund Request Notification for Order # 141

Inbox x

hassan.zamir@unitedsol.net

to me


2:20 PM (1 minute ago)

Main Website Store

Hi Hassan Shah,

Your Request has been recieved

Order ID # 141



We are sorry to hear that our product didn't meet your requirements. We completely understand that it isn't for everyone. If your request falls under our refund policy, we will gladly honor your decision. We will try to refund your order ASAP !!

Thank you for your time and for giving us a try.

@magento2



Order Status will become closed and you will be shown a refunded tag against your order.

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