

# The Shop Refund Addon Documentation

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**Software Framework :** Laravel, VUE.JS, MySQL

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

**Marketplace:** Codecanyon



# **DOCUMENTATION**

- 1. How to install/update the addons?**
- 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?**
- 5. What is the Order Status for Enabling Refund Requests?**
- 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 a 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 :

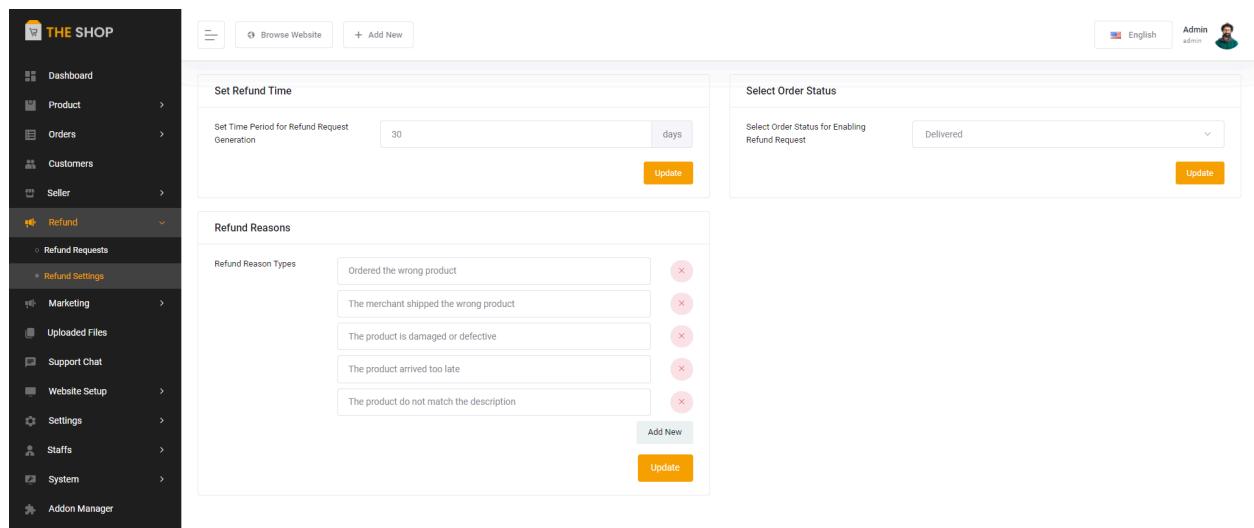
- **The Shop - PWA eCommerce cms** latest version should be **pre-installed** on your server.
- **Purchase and Download the addon.**
- **Login** in to your admin panel of **The Shop - PWA eCommerce cms** the system
- Go to **Addon Manager**
- Click on **Install New Addon**
- Input **Purchase code** &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



### **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.

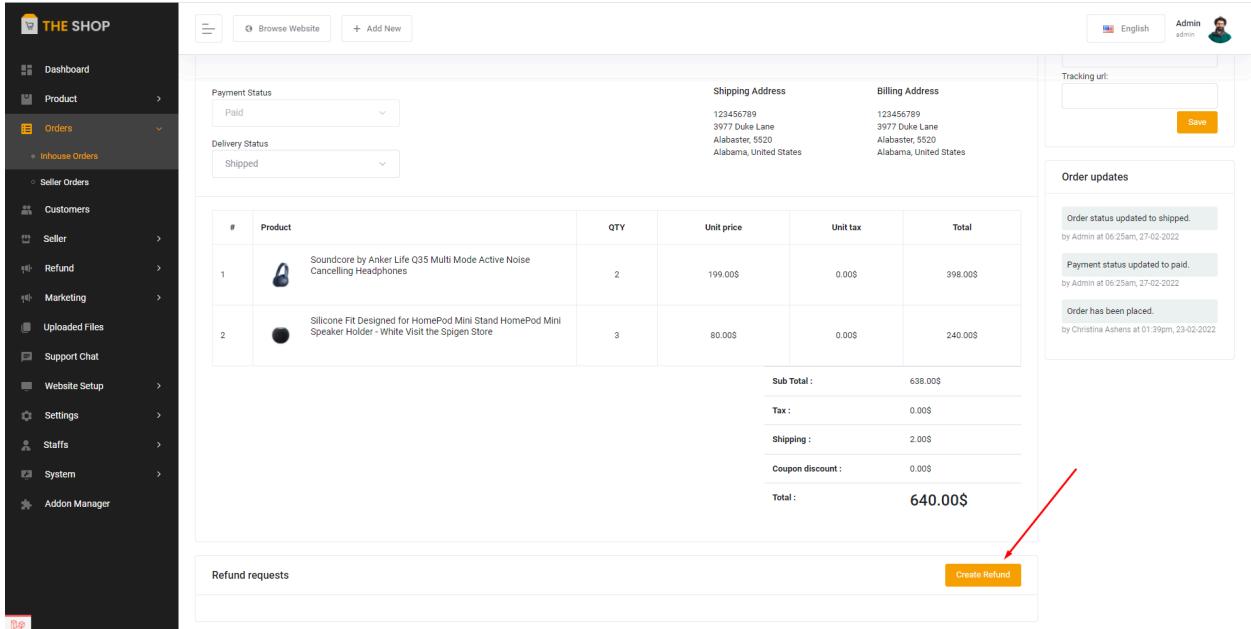
### **6. How to send a Refund Request?**

**Answer:**

**From Admin panel:**

- 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.

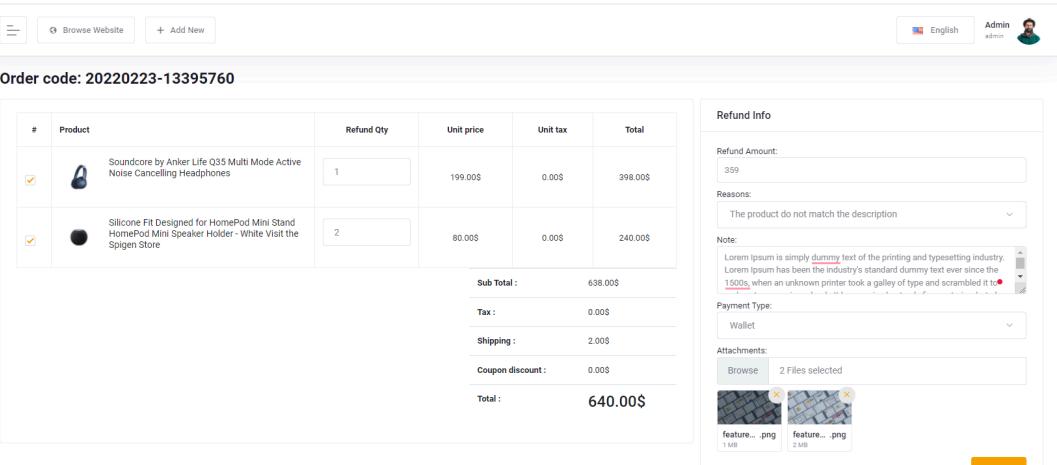


The screenshot shows the THE SHOP admin dashboard. On the left is a dark sidebar with various menu items: Dashboard, Product, Orders (selected), Inhouse Orders, Seller Orders, Customers, Seller, Refund (selected), Marketing, Uploaded Files, Support Chat, Website Setup, Settings, Staffs, System, and Addon Manager. The main content area shows an order detail page for order code 20220223-13395760. The order has two items: Soundcore by Anker Life Q35 Multi Mode Active Noise Cancelling Headphones (2 units) and Silicone Fit Designed for HomePod Mini Stand HomePod Mini Speaker Holder - White. The total amount is 640.00\$. A red arrow points to the "Create Refund" button at the bottom right of the order summary table. To the right of the order table is a "Refund requests" section and an "Order updates" sidebar with status history.

#	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 :	<b>640.00\$</b>

**Create Refund**

The screenshot shows the "Create Refund" page for order code 20220223-13395760. It lists the same two items from the previous screenshot. To the right is a "Refund Info" panel with fields for 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 make a type specimen book.), Payment Type (Wallet), and Attachments (Browse, 2 Files selected, showing two image files: feature...\_1.webp and feature...\_2.webp). A "Refund" button is at the bottom right.

**From Seller panel:**

- 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.

**From Customer panel:**

- 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\$	<a href="#">Write a review</a>
2	Maroon Band Collar Embellished Kurta Set Size : Medium	2	87.30\$	174.60\$	<a href="#">Write a review</a>
3	Microsoft Surface Arc Mouse, - CZV-00001	2	29.10\$	58.20\$	<a href="#">Write a review</a>



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



**Christina Ashens**  
customer@example.com

- [Dashboard](#)
- [Purchase History](#)
- Refund requests**
- [Wishlist](#)
- [Followed shops](#)
- [My Wallet](#)
- [Coupons](#)
- [Manage Profile](#)

### 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="button" value="-"/> <input checked="" type="button" value="1"/> <input type="button" value="+"/>	78.40\$	156.80\$
<input checked="" type="checkbox"/>	 Maroon Band Collar Embellished Kurta Set Size : Medium	<input type="button" value="-"/> <input checked="" type="button" value="1"/> <input type="button" value="+"/>	87.30\$	174.60\$
<input type="checkbox"/>	 Microsoft Surface Arc Mouse, - CZV-00001	<input type="button" value="-"/> <input checked="" type="button" value="2"/> <input type="button" value="+"/>	29.10\$	58.20\$

### Refund information

Refund reasons

The product do not match the description

Refund note

orem 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

41t0nuJvqL.jpg

**Request Refund**



**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
20220309-07025912	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.

#	Order code	products	Amount	Status	Admin Approval	Options
1	20220309-0794495	Merlin 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	20220308-10421718	TAMBOUR MOON DUAL TIME RED WHITE 3S - (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 Tulle 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.

**THE SHOP**

- 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

### Refund requests

#	Order code	shop	products	Seller Amount	Approval	Status	Options
1	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 - (Quantity: 1) Size: Medium	165.70\$	Pending		
2	20220308-10421718	Beauty Shop	TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2)  TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)	224.64\$	Accepted	Accepted	
3	20220222-09141992	Beauty Shop	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	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 - (Quantity: 1) Size: S	300.00\$	Accepted	Pending	
5	20220216-13441599	The Shop	Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2)	55.00\$	Accepted	Accepted	

Activate Windows  
Go to Settings to activate Windows.

**THE SHOP**

- Dashboard
- Product >
- Orders >
- Customers
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- Settings >
- Staffs >
- System >
- Addon Manager

Browse Website + Add New

### Refund requests

**Refund Request Information**

Refund Reason	The product do not match the description
Note	orem 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	4110nu1jvp1.jpg 31.69 KB

#	Order code	shop	products	Seller Amount	Approval	Status	Options
1	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 - (Quantity: 1) Size: Medium	165.70\$	Pending		
2	20220308-10421718	Beauty Shop	TAMBOUR MOON DUAL TIME RED WHITE 35 - (Quantity: 2)  TROMPE L'OEIL SKI-STYLE DRESS - (Quantity: 1)	224.64\$	Accepted	Accepted	
3	20220222-09141992	Beauty Shop	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	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 - (Quantity: 1) Size: S	300.00\$	Accepted	Pending	
5	20220216-13441599	The Shop	Microsoft Surface Arc Mouse, - CZV-00001 - (Quantity: 2)	55.00\$	Accepted	Accepted	

Activate Windows  
Go to Settings to activate Windows.

The screenshot shows the THE SHOP admin interface. On the left is a sidebar with various menu items like Dashboard, Product, Orders, Customers, Seller, Refund, Refund Requests, Refund Settings, Marketing, Uploaded Files, Support Chat, Website Setup, Settings, Staffs, System, and Addon Manager. The main area is titled 'Refund requests'. It lists five orders with their details, including shop name, products, amount, seller approval, status, and options. Order 1 (20220309-07025912) has a pending status and is highlighted. A modal window titled 'Accept Refund Request!' is overlaid on the list, containing fields for 'Amount' (165.7), instructions to 'Select Pay in Wallet to refund in the customer wallet. And select Pay Manually to refund customer manually.', and a note about shipping cost. At the bottom of the modal are 'Cancel', 'Pay Manually', and 'Pay in Wallet' buttons. A red arrow points from the 'Pay In Wallet' button to the status bar at the bottom right of the modal.

## 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.

This screenshot is similar to the one above but shows a different refund request for order 20220309-07594495. The modal window 'Accept Refund Request!' is again displayed with an amount of 65.15. The same instructions and note about shipping cost are present. The 'Pay Manually' and 'Pay in Wallet' buttons are highlighted with red arrows pointing to the status bar at the bottom right of the modal.

## 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
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\$	Active