

Extend

Purchase Protection Done Right

Warranty Module for Magento 2



2019



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1. General Information:

1.1 Overview

Extend provides an easy way for any merchant to offer extended warranties - generating new revenue, increasing purchase conversion, and dramatically improving the customer experience.

1.2 Supported Features

- Protection Plans available for all products that are susceptible to mechanical or electrical failure or accidental damage.
- Extend warranty product is built in Magento as a Custom type called Warranty. This product type restricts access to merchants to modify the product.
- Extend warranties does not support bundled, grouped, gift cards, virtual and downloadable Magento products.
- A warranty refund is also available when the product or warranty is returned.

1.3 Preconditions Before Installation

- a. Get in touch with Extend to set up an account. For more information please contact: hello@extend.com
- b. Get credentials from Extend.
- c. Then, download the Extend Warranty module from the Magento Marketplace.



2. Requirements

2.1 Magento Version

The module is built for Magento 2 versions:

- Magento 2.2.x
- Magento 2.3.x

2.2 Supported Browser

- Internet Explorer 11 or later, Microsoft Edge, latest-1
- Firefox latest, latest-1 (any operating system)
- Chrome latest, latest-1 (any operating system)
- Safari latest, latest-1 (Mac OS only)
- Safari Mobile for iPad 2, iPad Mini, iPad with Retina Display (iOS 7 or later), for desktop storefront
- Safari Mobile for iPhone 4 or later; iOS 7 or later, for mobile storefront
- Chrome for mobile latest-1 (Android 4 or later) for the mobile storefront.

2.3 Language

The Extend Module is only available in the English Language.

2.4 Configuration

All options can be configured on the store-level and on the Extend merchant dashboard.



3. Installation

3.1 Install via zip file

1. Download and unzip package from Magento's marketplace
2. Using SSH or sFTP move folders `/app/code` and `/lib` to Magento's root folder
3. Using a shell on Magento's root folder, the following commands must be executed:
 - \$ `bin/magento module:enable Extend_Warranty`
 - \$ `bin/magento setup:upgrade`
 - \$ `bin/magento cache:clean`

3.2 Install via composer

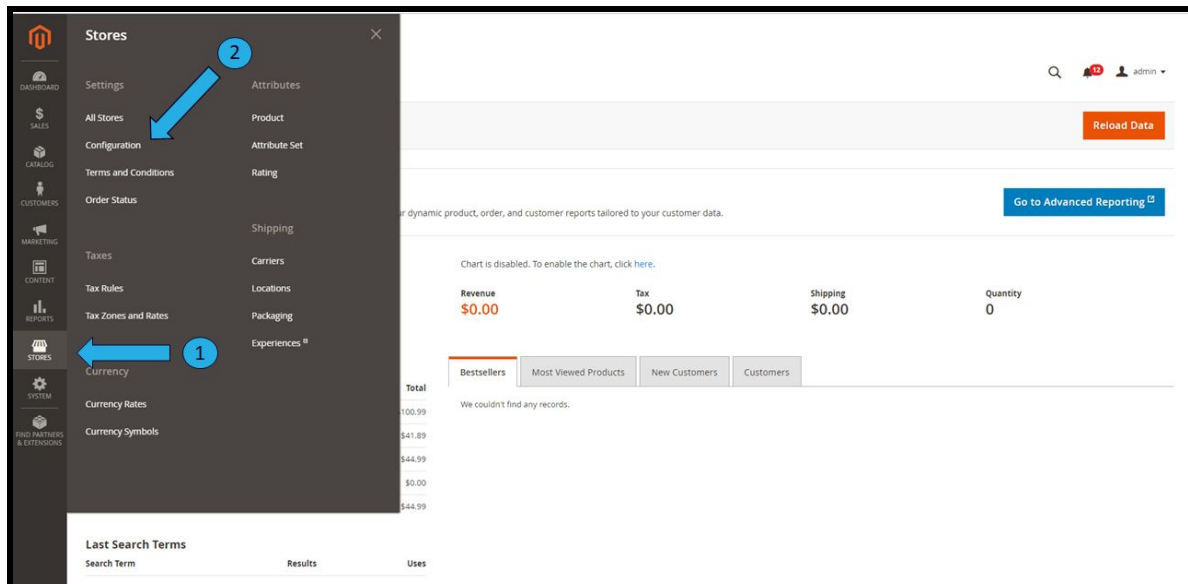
1. `Composer require <extend/warranty>`
2. `php bin/magento setup:upgrade`
3. `php bin/magento setup:static-content:deploy`



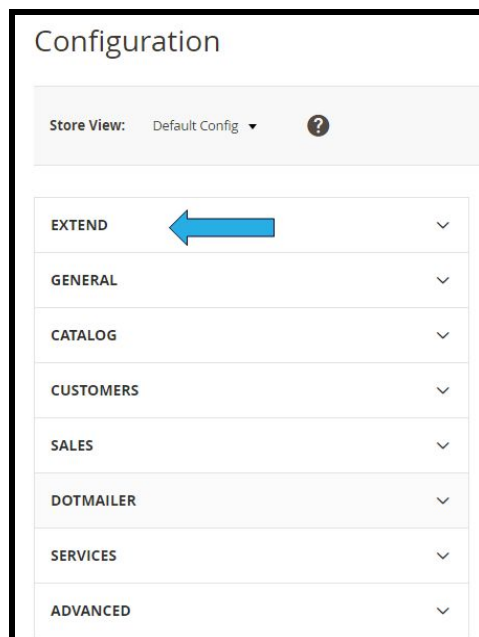
4. Settings and Configuration

To incorporate Extend Warranties into your store, it is required to do a manual configuration through the Magento Admin. The steps to configure it are as follows:

1. In a Fresh Magento Store, go to Admin Panel
2. Go to Stores → (Settings) Configuration



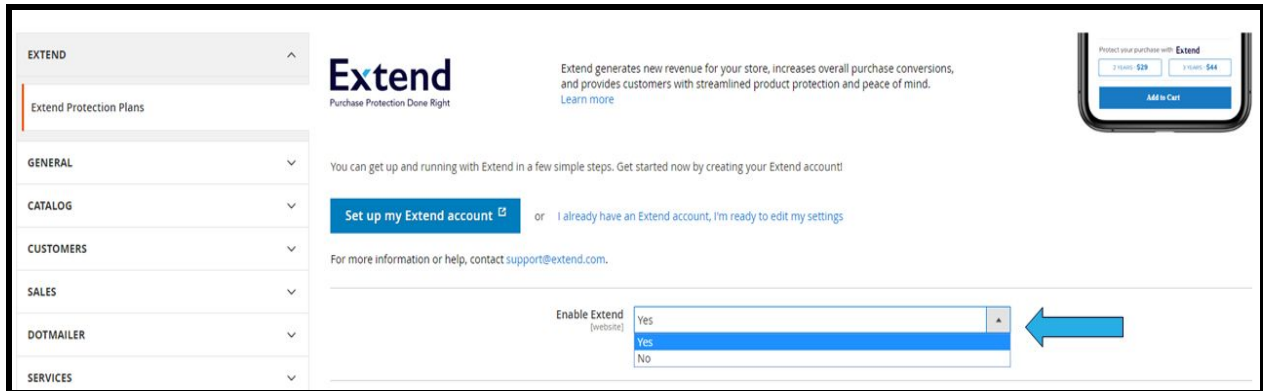
3. Click on [Extend](#)





5. Warranty Module Settings

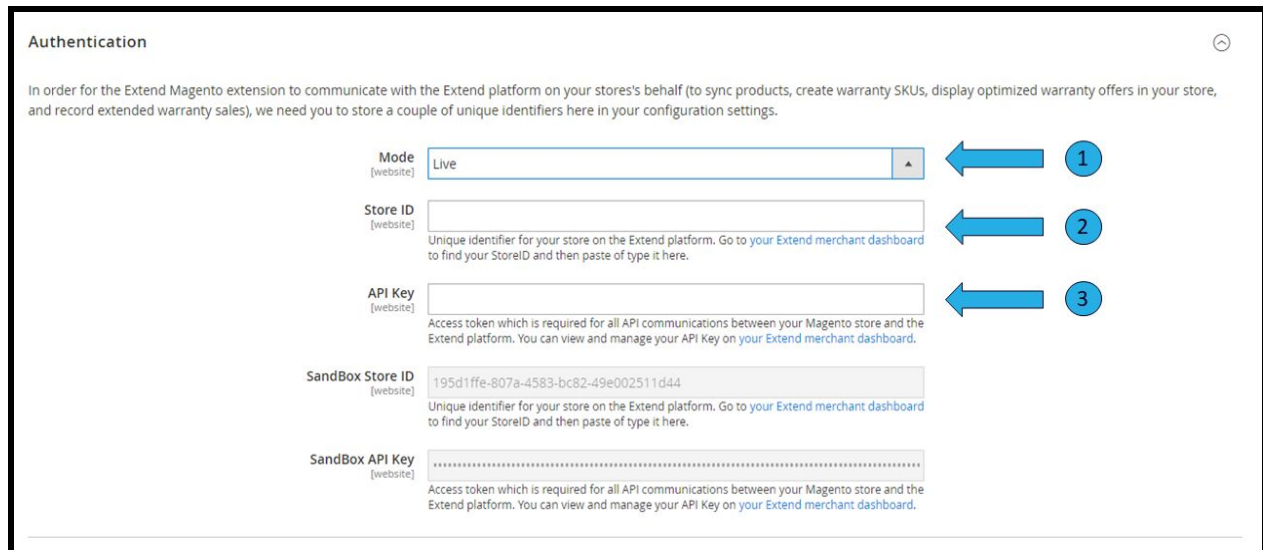
1. Enable the Module



2. Configure Authentication settings to communicate with the Extend Store. The store can be connected through Sandbox or Live Mode.

a. Live Mode

If the mode selected is Live. It is required to enter Store ID and API Key. These values are unique identifiers for your store on the Extend Platform.





b. Sandbox Mode

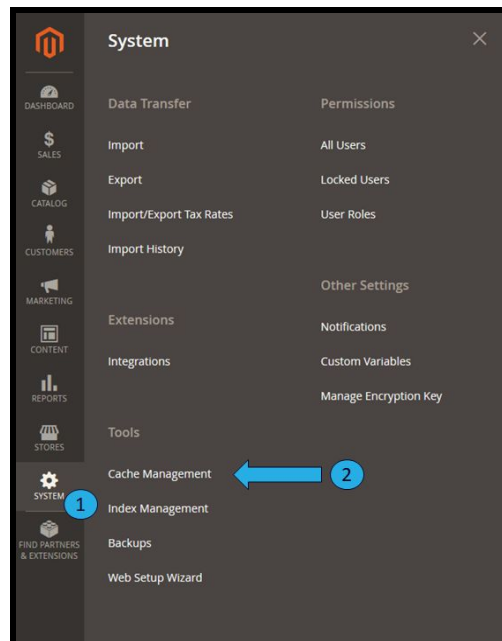
If the mode selected is Sandbox. It is required to enter the Sandbox Store ID and Sandbox API Key. These values are unique identifiers for your store on the Extend Platform.

Authentication ⌵

In order for the Extend Magento extension to communicate with the Extend platform on your stores's behalf (to sync products, create warranty SKUs, display optimized warranty offers in your store, and record extended warranty sales), we need you to store a couple of unique identifiers here in your configuration settings.

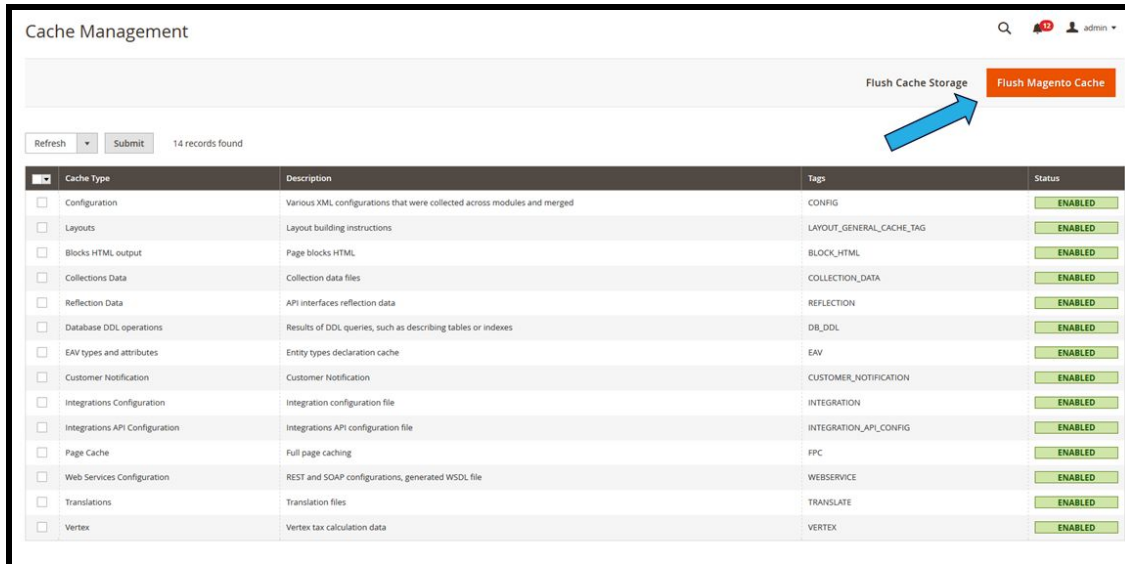
Mode <small>[website]</small>	<input type="text" value="Sandbox"/>	←	1
Store ID <small>[website]</small>	<input type="text"/>		
API Key <small>[website]</small>	<input type="text"/>		
SandBox Store ID <small>[website]</small>	<input type="text" value="195d1ffe-807a-4583-bc82-49e002511d44"/>	←	2
SandBox API Key <small>[website]</small>	<input type="text" value="....."/>	←	3

3. After selecting one of the Modes to do the Authentication, it is required to click on “Save Config”. Then, go to System → Cache Management and Flush Magento Cache.

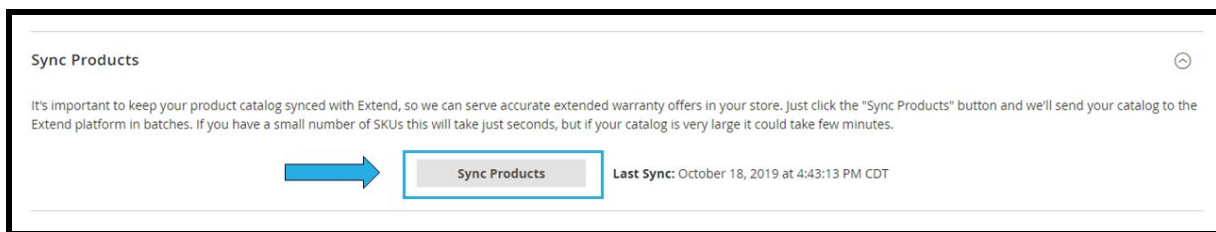




- Flush Magento Cache Management:



- Once the cache is flushed, go back to the Extend configuration and click on the “Sync Products” button to sync all products in your catalog to Extend to get a warranty assigned to them.



Note: Sync will occur per batches of 100 products. To review synchronization products (create, update, add, errors) use the following log: `var/log/extend/sync.log`

- Your [Extend](#) installation is ready.
- Extra configuration for your store is available on the Extend Merchant Dashboard. Visit <https://merchants.extend.com/> for more information.



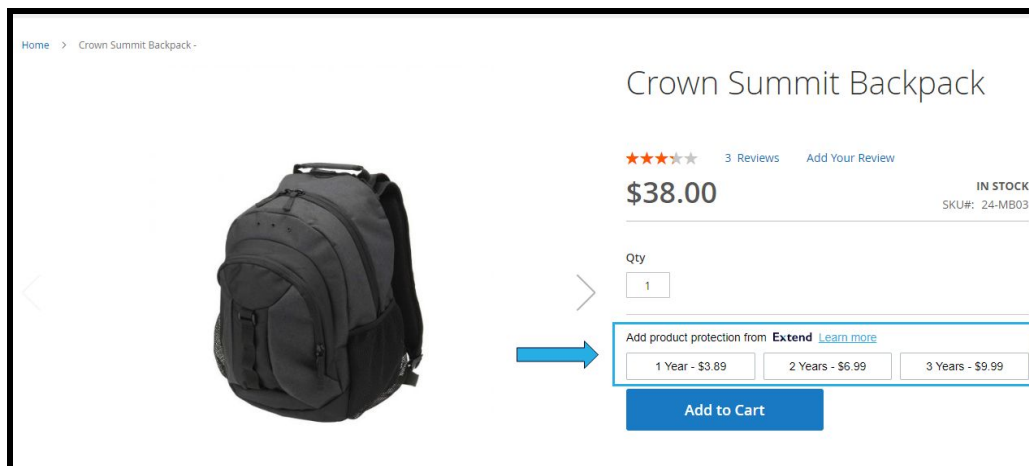
6. Extend On Your Storefront

Once all the installation steps are completed, including the module being enabled and authenticated through Sandbox or Live mode, and the products are synced and assigned to a product, the warranties will be displayed in the storefront of the Magento page.

The Extend warranty is available in 4 sections of any storefront.

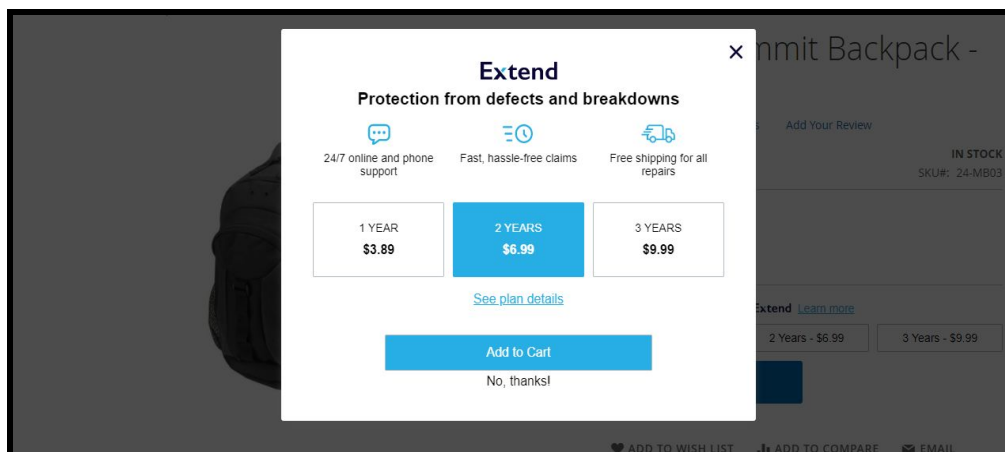
1. Product Detail Page (PDP)

All products with a warranty assigned will show the assigned warranty options above the “Add to cart” button.



2. Interstitial Cart

When clicking on add to cart, if no warranty was selected, customers will see a modal window displaying the linked warranties to the product they have added.

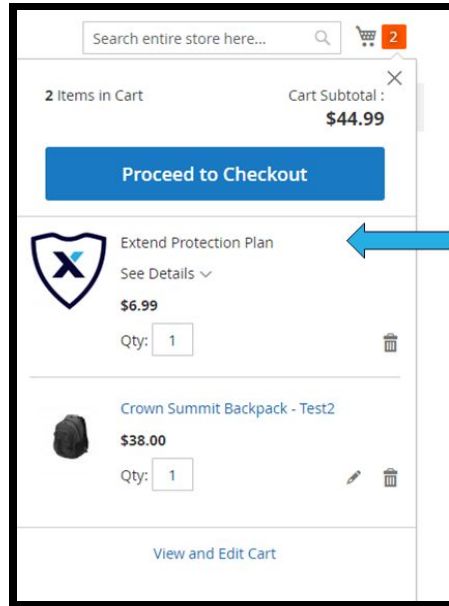




3. Minicart

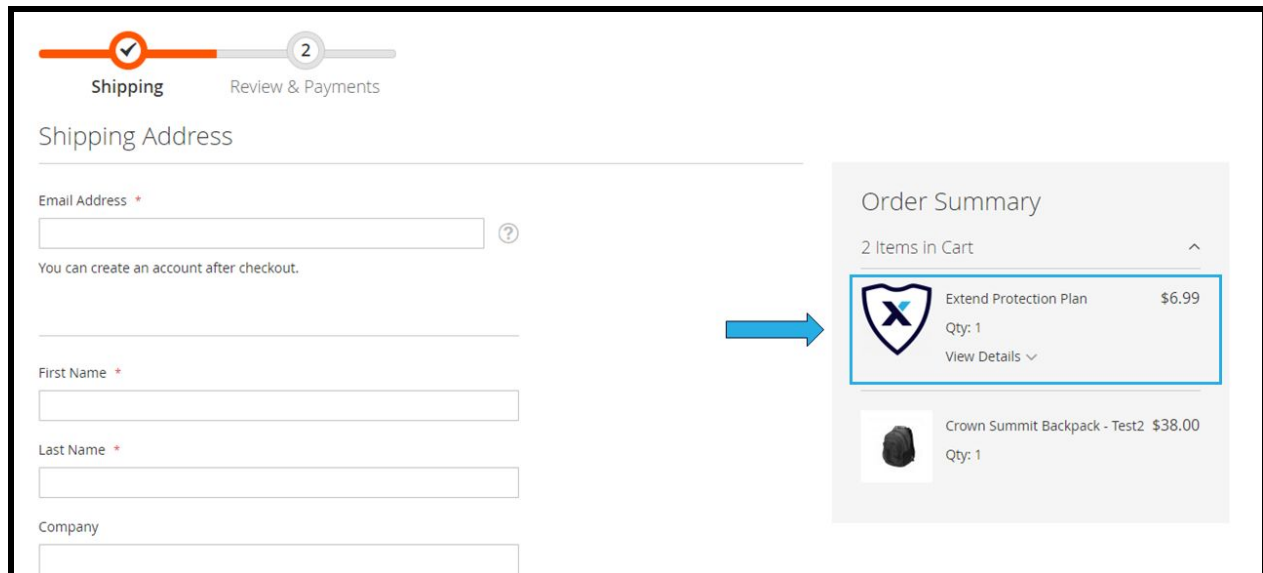
When adding a warranty, it will be displayed at the mini cart.

- Minicart



4. Checkout

When adding products/warranty to the cart, and proceed to checkout. Warranties are displayed on the Order Summary.





7. Order Grid and Refund

Whenever an order is created, the Extend product is visible on the order grid. To see the orders go to Admin → Sales → Orders → View (Order details). If the order is invoiced, the warranty can be refunded if needed. Extend will complete the refund process after clicking the “Request Refund” button.

Items Ordered										
Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total	
Zeppelin Yoga Pant SKU: MP08-32-Blue Size: 32 Color: Blue	Invoiced	\$82.00	\$82.00	Ordered 1 Invoiced 1	\$82.00	\$0.00	0%	\$0.00	\$82.00	
Extend Protection Plan SKU: WARRANTY-1	Invoiced	\$0.00	\$18.99	Ordered 1 Invoiced 1	\$18.99	\$0.00	0%	\$0.00	\$18.99	Request Refund