

Refund Request extension User Manual



Refund Request by MageComp provides customers an easy way to request for refunds or returns and thus improves store shopping experience.

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1. Extension Installation Guide

- Go to My downloadable products. The file that you download normally is a zip file.
- Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magento site root folder. This will not overwrite any existing files, just add new files to the folder structure.
- Open Command line in folder root of Magento and run following command respectively:
 - php bin/magento setup:upgrade
 - php bin/magento setup:static-content:deploy
 - php bin/magento indexer:reindex
 - php bin/magento cache:flush
- Navigate to Stores/Configuration, if you can see the extension tab, it is installed properly.
- If you need professional help regarding [Magento Extension Installation](#), Feel free to contact us any time.

2. Configuration

Once you have successfully installed the extension, go to **Stores → Configuration** to configure the extension for use. Here you can find setting to enable or disable the extension.

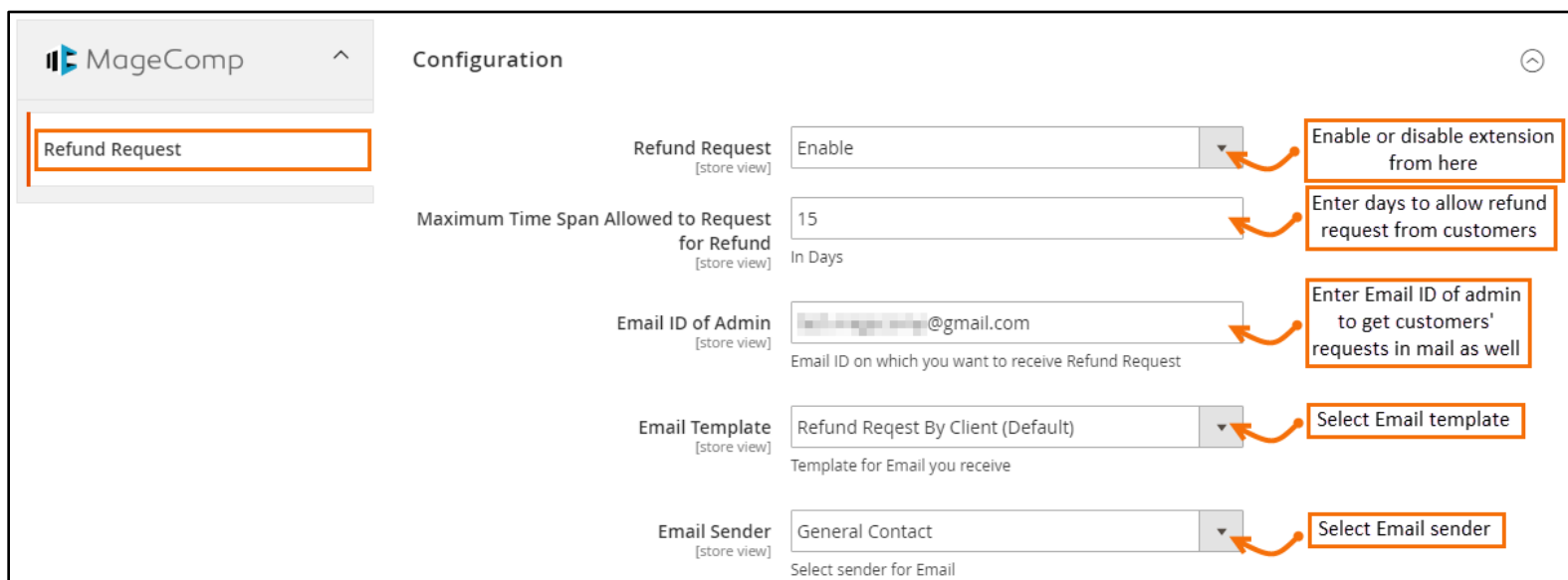
Refund Request: Enable or disable extension from here.

Maximum Time Span Allowed to Request for Refund: Enter days to allow accepting refund requests from customers. After specified days, the refund request button will be hidden from their “My Account” section.

Email ID of Admin: Enter Email ID of admin to receive all the requests of customers into mail.

Email Template: Select template for refund request Email.

Email Sender: Select Email sender.

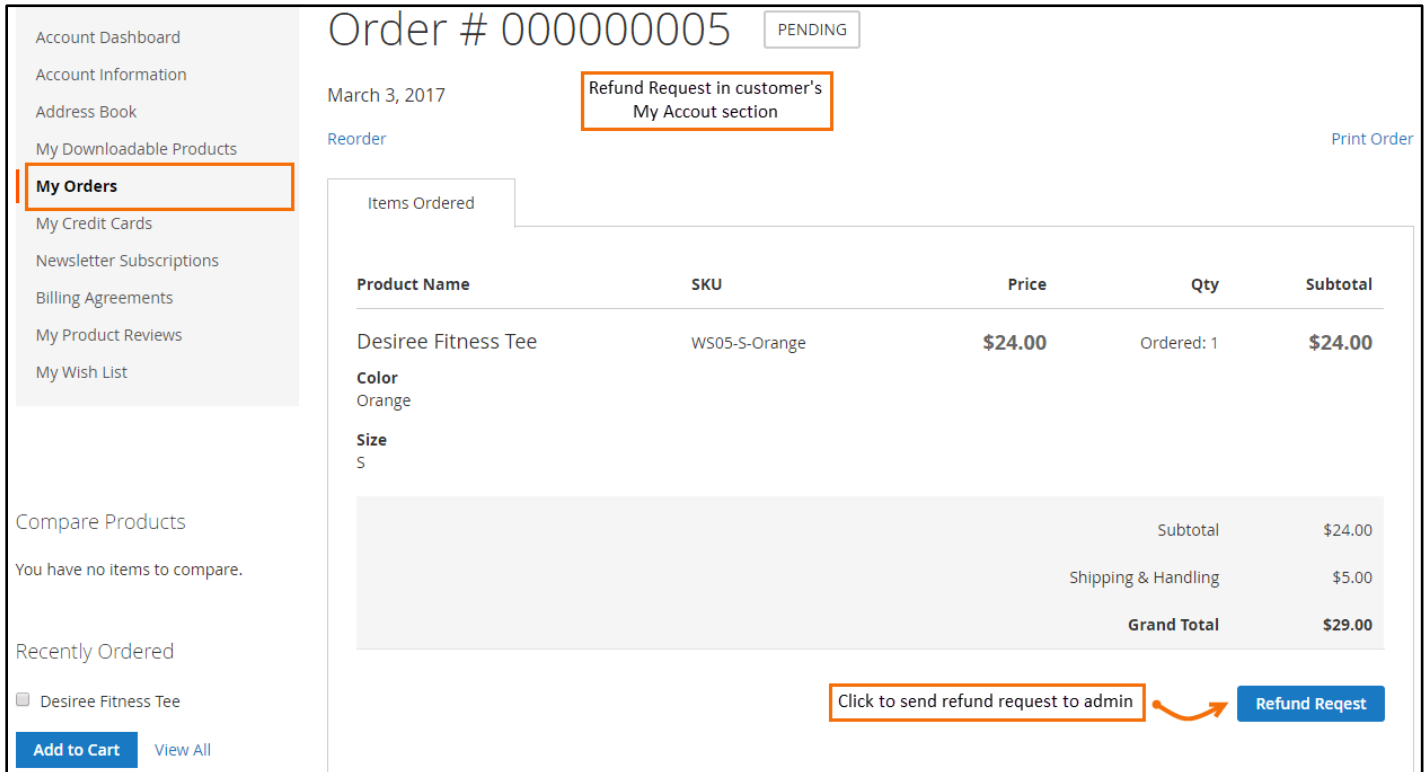


The screenshot displays the configuration interface for the Refund Request extension. The left sidebar shows the 'Refund Request' tab selected. The main configuration area includes the following fields and callouts:

- Refund Request** (store view): A dropdown menu set to 'Enable'. Callout: 'Enable or disable extension from here'.
- Maximum Time Span Allowed to Request for Refund** (store view): A text input field containing '15'. Below it, the text 'In Days' is visible. Callout: 'Enter days to allow refund request from customers'.
- Email ID of Admin** (store view): A text input field containing '[redacted]@gmail.com'. Below it, the text 'Email ID on which you want to receive Refund Request' is visible. Callout: 'Enter Email ID of admin to get customers' requests in mail as well'.
- Email Template** (store view): A dropdown menu set to 'Refund Request By Client (Default)'. Below it, the text 'Template for Email you receive' is visible. Callout: 'Select Email template'.
- Email Sender** (store view): A dropdown menu set to 'General Contact'. Below it, the text 'Select sender for Email' is visible. Callout: 'Select Email sender'.

3. Refund Request from “My Account” Section

Once you have configured the extension, you can see it enabled on frontend in “My Account” section of customers. They can simply click to request for refund.



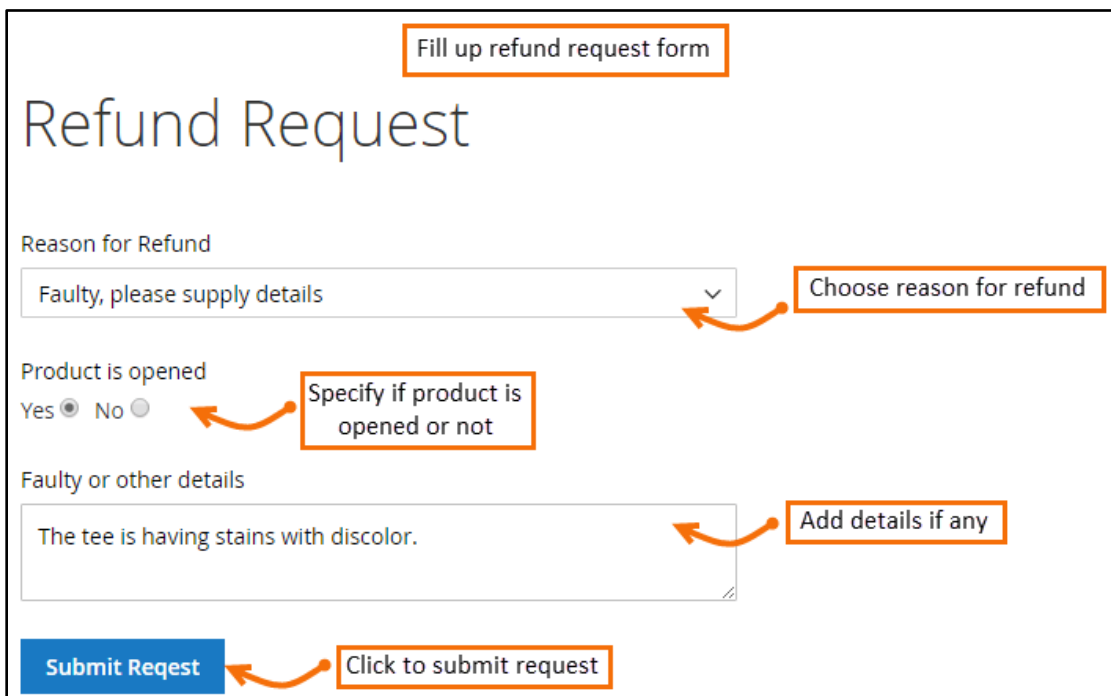
The screenshot shows a customer's account page for Order # 000000005, which is in a 'PENDING' state. The order date is March 3, 2017. A callout box points to the order number with the text 'Refund Request in customer's My Account section'. The order details table is as follows:

Product Name	SKU	Price	Qty	Subtotal	
Desiree Fitness Tee	WS05-S-Orange	\$24.00	Ordered: 1	\$24.00	
Color Orange					
Size S					
				Subtotal	\$24.00
				Shipping & Handling	\$5.00
Grand Total					\$29.00

At the bottom right of the order details, there is a callout box pointing to a button with the text 'Click to send refund request to admin', which points to a blue 'Refund Request' button.

- **Refund Request Form:**

On click of Refund Request button, customer gets a simple form to fill up and submit request.

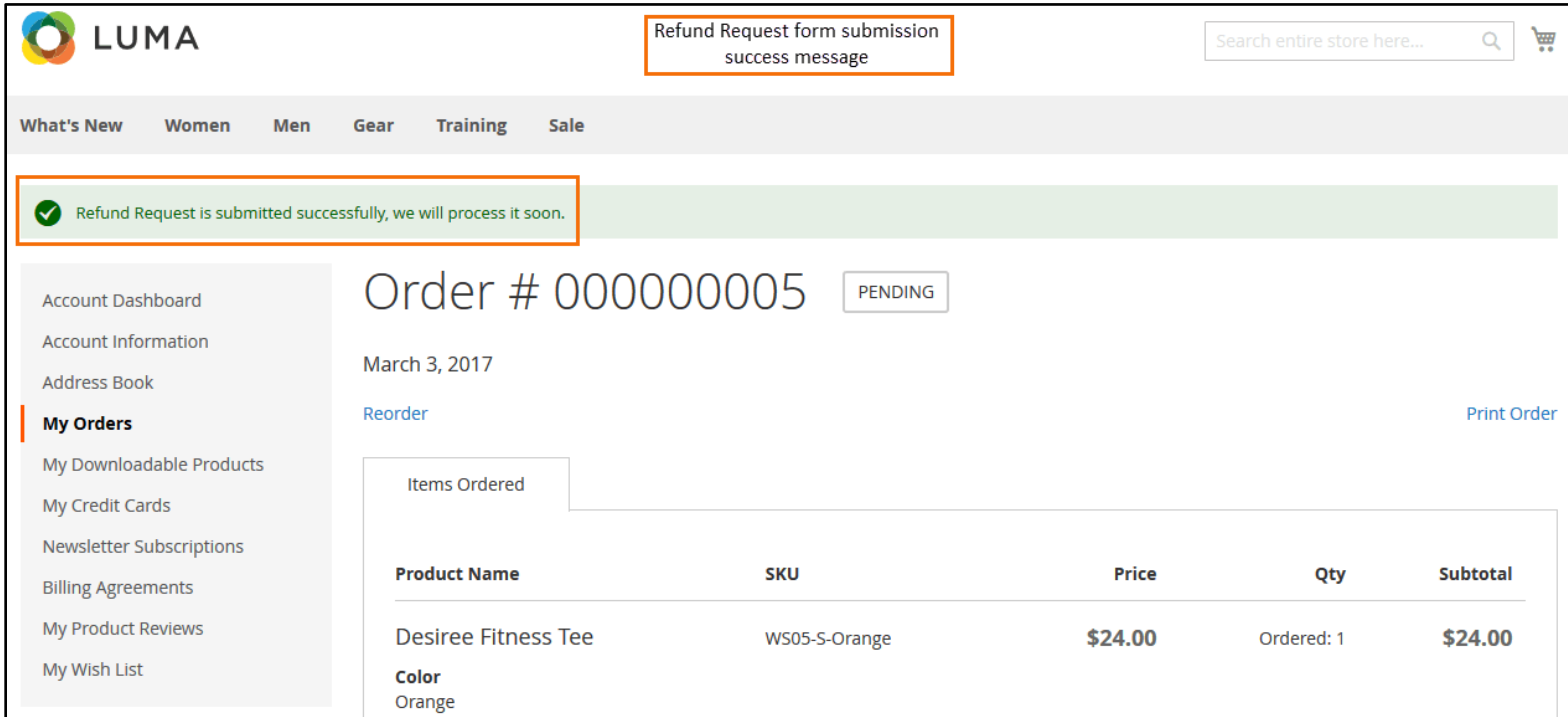


The 'Refund Request' form contains the following fields and callouts:

- Reason for Refund:** A dropdown menu with the selected option 'Faulty, please supply details'. Callout: 'Choose reason for refund'.
- Product is opened:** Radio buttons for 'Yes' (selected) and 'No'. Callout: 'Specify if product is opened or not'.
- Faulty or other details:** A text area containing the text 'The tee is having stains with discolor.'. Callout: 'Add details if any'.
- Submit Request:** A blue button at the bottom left. Callout: 'Click to submit request'.

A large callout box at the top of the form says 'Fill up refund request form'.

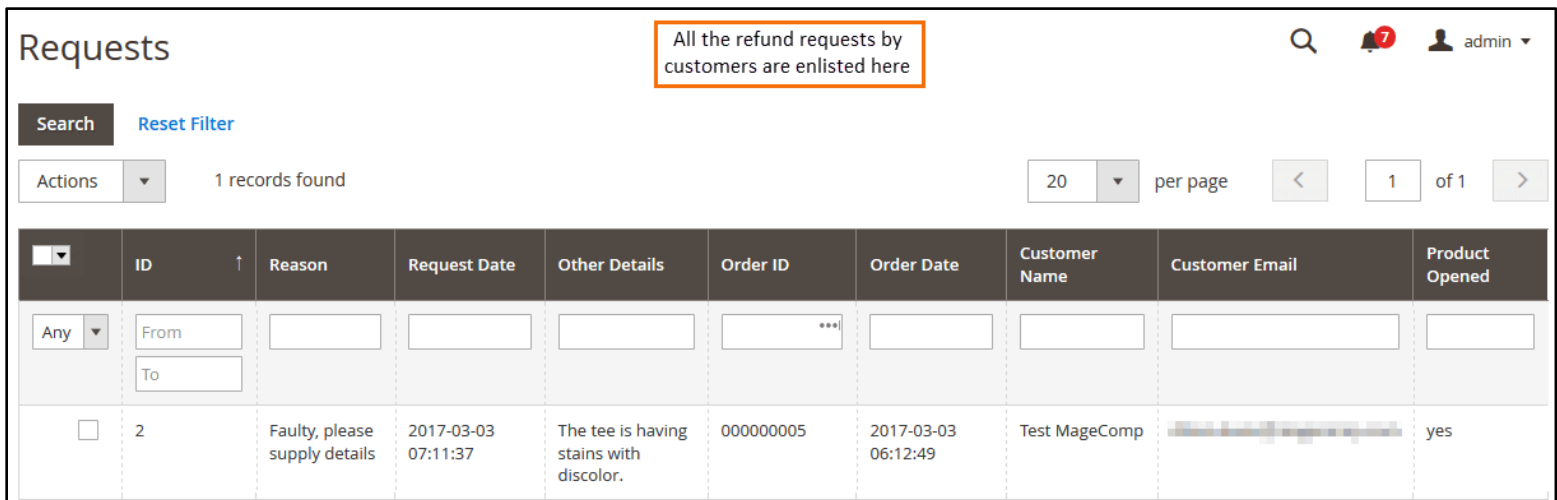
- Success Message:**
 Once the form is submitted successfully, customer can see success message on screen.



The screenshot shows a customer's account page for 'LUMA'. At the top, a success message is displayed: "Refund Request is submitted successfully, we will process it soon." This message is highlighted with an orange box. Above it, another orange box highlights the text "Refund Request form submission success message". The page shows an order for "Desiree Fitness Tee" with a price of \$24.00. The order status is "PENDING".

4. Customers' Refund Requests in backend

Once the request is submitted, all the customers' requests are stored in backend grid. Simple go to **Refund Requests** → **Requests** to find them enlisted. You can also delete them once they are no longer needed.

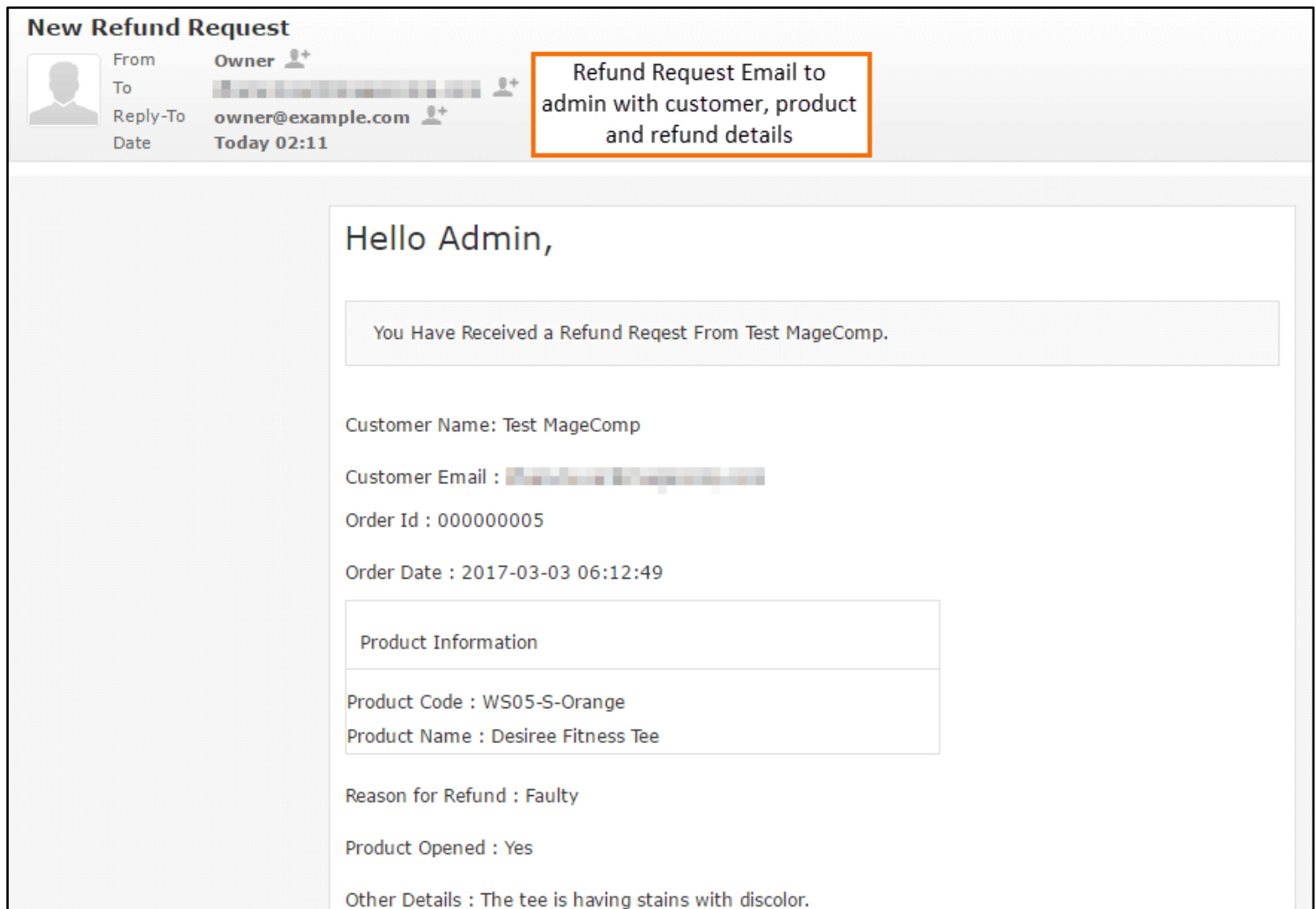


The screenshot shows the 'Requests' grid in the backend. A success message at the top states: "All the refund requests by customers are enlisted here". The grid displays one record for a refund request. The record details are as follows:


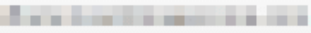


ID	Reason	Request Date	Other Details	Order ID	Order Date	Customer Name	Customer Email	Product Opened
2	Faulty, please supply details	2017-03-03 07:11:37	The tee is having stains with discolor.	000000005	2017-03-03 06:12:49	Test MageComp	[Redacted]	yes

5. Refund Request Email to Admin:

Apart from requests stored in backend, requests are sent to the Email ID of admin which is set from configuration.




New Refund Request

From: **Owner** 
To:  
Reply-To: **owner@example.com** 
Date: **Today 02:11**

Refund Request Email to admin with customer, product and refund details

Hello Admin,

You Have Received a Refund Request From Test MageComp.

Customer Name: Test MageComp
Customer Email : 
Order Id : 000000005
Order Date : 2017-03-03 06:12:49

Product Information

Product Code : WS05-S-Orange
Product Name : Desiree Fitness Tee

Reason for Refund : Faulty
Product Opened : Yes
Other Details : The tee is having stains with discolor.

6. Deactivation of Extension in Case of Emergency

- Go to **app** → **etc** → **config.php** and find '**Magecomp_Refundrequest**'=> **1**, and replace 1 with 0.
- If something goes wrong, please contact us at <https://www.magecomp.com/helpdesk> or send us an email at helpdesk@magecomp.com

7. FAQs

- **What if I get “Access denied” error after installation of the extension?**
Whenever you get Access denied error while clicking on the extension tab after installation, log out admin panel and re-login.

Thank You!

Take a look at our other feature rich extensions:



Delivery Date extension by MageComp allows customers to choose preferable date for product delivery.

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Call for Price extension by MageComp helps hiding product price and "Add to Cart" and replace it with "Call For Price" button to encourage visitors to contact you for quote.

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