



# ACTIVE ECOMMERCE REFUND ADD-ON DOCUMENTATION

An Add-on for **Active eCommerce CMS**



**Release Date :** March 2020

**Author :** Active IT zone

**Software Framework :** Laravel

**Provided by :** Codecanyon



#1 MULTIVENDOR ECOMMERCE  
PHP SCRIPT ON UNIVERSE



**ACTIVE IT ZONE LIMITED**

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## ABOUT THE REFUND ADD-ON

The Active eCommerce Refund Add-on is an essential tool for Active eCommerce CMS, allowing customers to easily request refunds for purchased products. It provides a structured workflow for admins and sellers to review, approve, and manage refund requests efficiently. By streamlining the refund process, this add-on helps enhance customer satisfaction and build trust in your platform.

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## 1. Install The Refund Add-on

To install the refund Addon, follow these detailed steps:

- **Step 1: Prerequisite**

Before proceeding, ensure that Active eCommerce CMS is already installed and running on your server. The Preorder Addon works as an extension and requires the CMS to function.

- **Step 2: Purchase & Download**

Purchase the Active eCommerce Refund Addon from the official marketplace or provider. After completing the purchase, download the addon file, which will be in a zipped format.

- **Step 3: Access the Admin Panel**

Log in to the admin panel of your Active eCommerce CMS using your administrator credentials. Navigate to the Addon Manager section in the admin dashboard.

- **Step 4: Install the Addon**

Inside the Addon Manager, click on the Install New Addon button.

- A file upload window will appear. Click on Choose File and select the downloaded zip file from your system.
- Enter the purchase code of Active eCommerce CMS & Active eCommerce Refund Add-on.
- Click on the Install button to begin the installation process.
- Once the installation is complete, a success message will confirm that the addon has been installed.

- **Step 5: Locate the Refund System**

After successful installation, you will find the Refund Menu added to the left sidebar of your admin panel.

- **Step 6: Ready to Use**

The Refund Addon is now installed and fully operational. You can begin configuring refund settings and managing customer refund requests seamlessly.

## 2. Refund Add-on Features

### 2.1 Admin Panel Overview

- **Refund Requests:**

Displays the total number of refund requests submitted by customers. Includes options to view the refund reason and also approve or reject the refund request.













Refund Request All								
#	Order Code:	Seller Name	Product	Price	Seller Approval	Refund Status	Options	
1	20250515-07535169	William C. Schroyer	 SAMSUNG Galaxy S23+ Plus Cell Phone, Unlocked Android Smartphone, 512GB, 50MP Camera, Night Mode, 8K Video, Long Battery Life, Fastest Mobile Processor, Adaptive Display, US Version, 2023, Green	\$899.000	Inhouse product	Non-Paid	  	
2	20250819-07253198	Filon Asset Store	 Acer Nitro 50 N50-620-UA91 Gaming Desktop	\$559.990	Pending	Non-Paid	  	
3	20220420-07435544	Filon Asset Store	 Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Pending	Non-Paid	  	

Figure 2.1(a): Admin All Refund Requests

- **Approved Refunds:**

Shows the number of refunds that have been approved.




Approved Request								
#	Order Code:	Seller Name	Product	Price	Seller Approval	Admin Approval	Refund Status	
1	20250820-08444470	William C. Schroyer	 abcdef	\$1,000.000	Inhouse product	Approved	Paid	
2	20220420-07073292	Filon Asset Store	 Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Pending	Approved	Paid	
3	20220420-07224759	Filon Asset Store	 Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Approved	Approved	Paid	

Figure 2.1(b): Admin All approved Requests

- **Rejected Refunds:**

Displays the number of refund requests that were rejected.



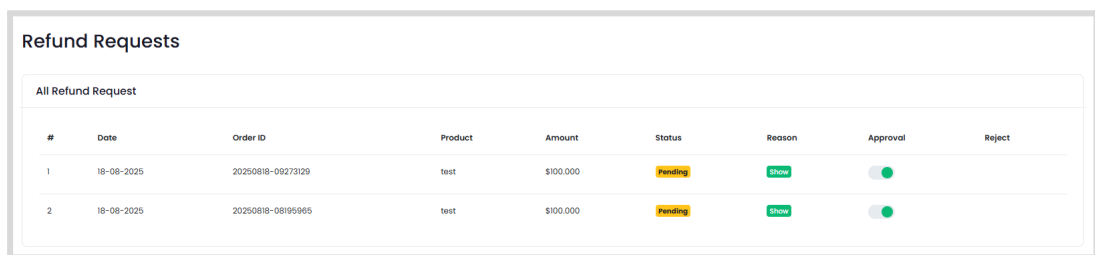
Rejected Request								
#	Order Code:	Seller Name	Product	Price	Seller Approval	Admin Approval	Reject Reason	
1	20250820-09463461	admin	 Fleck Splash Round Kitchen Mat	\$5.32	Inhouse product	Rejected		

Figure 2.1(b): Admin All Rejected Requests

- **Refund Configuration:**  
Allows admins to configure refund type, time limits, and refund sticker.
- **Category Based Refund:**  
Displays and manages refund rules based on product categories.

## 2.2 Seller Panel Overview

- **Received Refund Request:**  
Sellers can view all refund requests submitted by customers for their products. Each request shows the reason for refund provided by the customer. Sellers have the option to approve the request, and their approval will be visible to the admin.



Refund Requests								
All Refund Request								
#	Date	Order ID	Product	Amount	Status	Reason	Approval	Reject
1	18-08-2025	20250818-09273129	test	\$100.000	Pending	Show	<input checked="" type="checkbox"/>	
2	18-08-2025	20250818-08195965	test	\$100.000	Pending	Show	<input checked="" type="checkbox"/>	

Figure 2.2(a): Seller All Refund Requests

- **Refund Configuration:**  
Sellers can view the Refund Type (Global or Category Based) set by the admin. Sellers can also see the number of days allowed for refund requests. Sellers cannot change these settings, they are controlled by the admin.

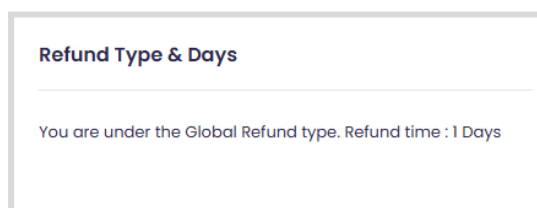


Figure 2.2(b): Seller Panel Global Refund

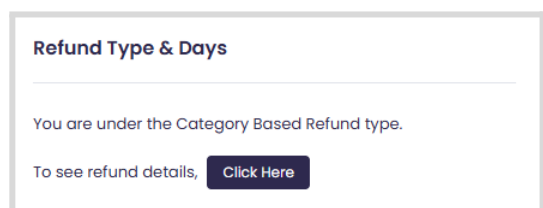


Figure 2.2(c): Seller Panel Category Based Refund

## 2.3 Customer Panel Overview

- **Refund Requests:**  
In the Refund Requests section of the customer panel, customers can see all their submitted refund requests.
  - ➔ Each request shows its status—approved, rejected, or pending.
  - ➔ If rejected, the rejection reason from the admin or seller is also displayed in this section.

#	Date	Code	Product	Amount	Status
01	20-08-2025	20250820-10264247	AirPods Max	\$12.00	Approved
02	20-08-2025	20250820-10063986	Fleck Splash Round Kitchen Mat	\$5.32	Pending
03	20-08-2025	20250820-09463461	Fleck Splash Round Kitchen Mat	\$5.32	Rejected

Figure 2.3(a): Customer Panel Applied Refund Requests

## 3. Refund Configuration

### 3.1 Refund Configuration

- **Refund Type**

Select your required refund type

→ **Global Refund**

A single refund time applies to all products in the store. Admin can set this one refund time for every product.

→ **Category Based Refund**

Different refund times can be set for specific product categories. Admin can configure refund time separately for each category.

*[Changing the refund type will make existing refundable products non-refundable. The refund option must be enabled again.]*

Refund Type

☒ Global Refund
☐ Category Based Refund

Save

Figure 3.1(a): Select Refund Type

- **Refund Time**

- **Set Refund Time for Global Refund**

Admin can define the refund period from the Global Refund Time settings.

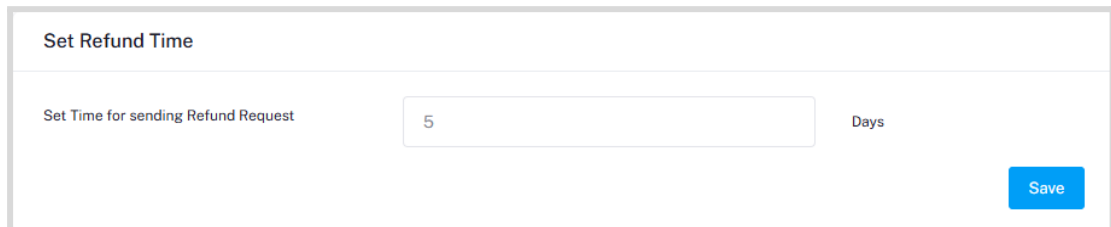
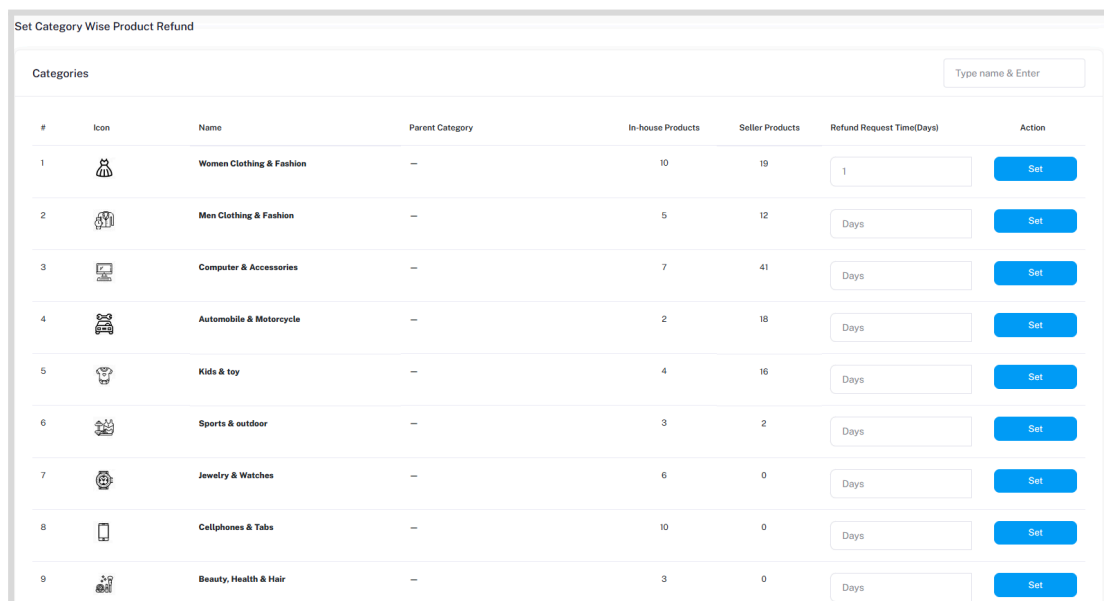


Figure 3.1(b): Set Global Refund Time

- **Set Refund Time for Category Based Refund**

Admin can set the refund period from clicking the 'here' link in the note section which redirects to the All Categories page where refund times can be configured. Alternatively, admin can also set it directly from the Category-Based Refund page.

- Setting a refund time for a category will apply the same refund period to all its sub-categories. Refund periods for sub-categories can still be set individually.



Categories							
Type name & Enter							
#	Icon	Name	Parent Category	In-house Products	Seller Products	Refund Request Time(Days)	Action
1		Women Clothing & Fashion	—	10	19	1	<button>Set</button>
2		Men Clothing & Fashion	—	5	12	Days	<button>Set</button>
3		Computer & Accessories	—	7	41	Days	<button>Set</button>
4		Automobile & Motorcycle	—	2	18	Days	<button>Set</button>
5		Kids & toy	—	4	16	Days	<button>Set</button>
6		Sports & outdoor	—	3	2	Days	<button>Set</button>
7		Jewelry & Watches	—	6	0	Days	<button>Set</button>
8		Cellphones & Tabs	—	10	0	Days	<button>Set</button>
9		Beauty, Health & Hair	—	3	0	Days	<button>Set</button>

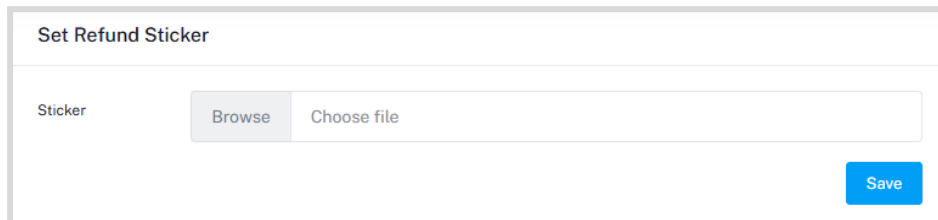
Figure 3.1(c): Set Category Based Refund Time



- **Refund Sticker**

- ➔ **Upload Refund Sticker:**

Admin can upload a custom sticker that will be displayed on refundable product pages. Stickers help customers easily identify refundable products.

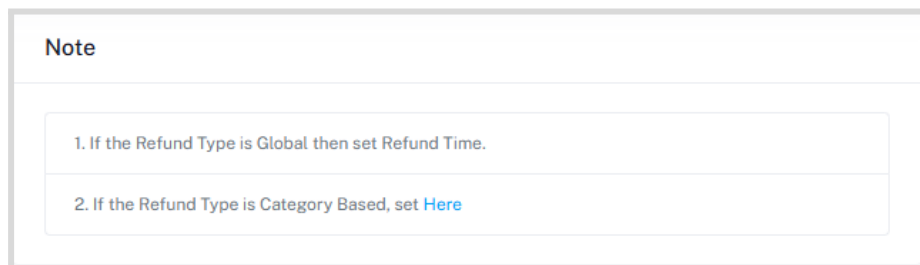


The screenshot shows a form titled "Set Refund Sticker". Inside the form, there is a label "Sticker" followed by a "Browse" button and a "Choose file" text input field. At the bottom right of the form is a blue "Save" button.

Figure 3.1(d): Refund Sticker

- **Notes**

- ➔ If Refund Type is set to Global, a single refund time will apply to all products in the store.
  - ➔ If Refund Type is set to Category Based, admins must configure refund times separately for each product category.



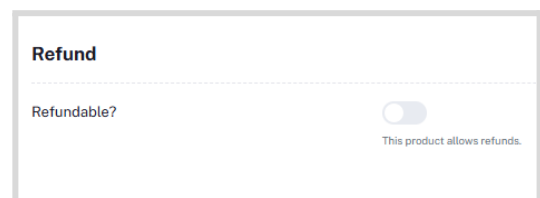
The screenshot shows a "Note" section with two numbered instructions: "1. If the Refund Type is Global then set Refund Time." and "2. If the Refund Type is Category Based, set [Here](#)".

Figure 3.1(e): Refund Notes

## 3.2 Refundable Products Settings

- **Enable Refund Option**

- ➔ If the refund type is Global, the option can be enabled or disabled for each individual product.
  - ➔ If the refund type is Category-Based, the option can only be enabled for products in categories with refunds configured. Otherwise, it will be disabled and cannot be enabled.



The screenshot shows a "Refund" section for a product. It has a "Refundable?" label next to a toggle switch that is currently turned on. Below the toggle switch, it says "This product allows refunds."

Figure 3.2(a): Refundable Option for Product

- **Attach Refund Note**

→ Select from previously created notes to provide additional information to customers.

*[Notes must be created in the Notes section of the Admin Panel before they can be selected here.]*

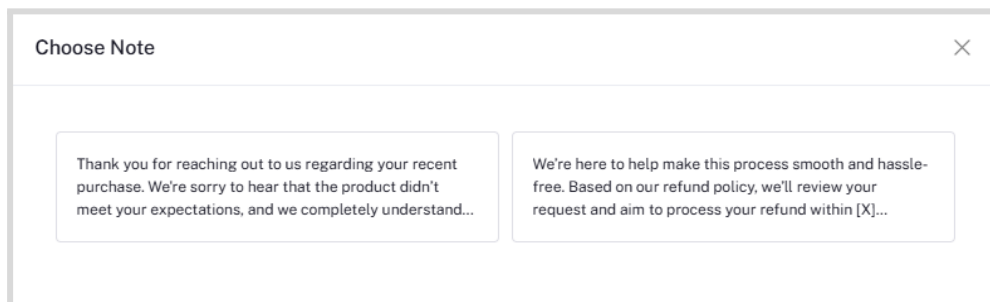


Figure 3.2(b): Select a Refund Note for Product

## 4. Purchase Refundable Products

### 4.1 Product Page

- **Refund Sticker**

→ Refundable products are marked with a Refund Sticker on their product details page. The sticker helps customers easily identify which products are eligible for refunds.

- **Refund Policy and Note**

→ The refund note and return policy is also displayed in this page, clicking on the note will display the note and clicking on the policy will redirect to the return policy page.

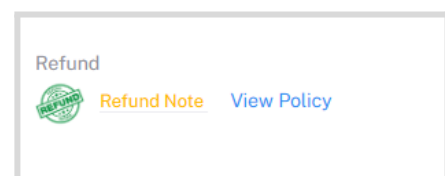


Figure 4.1 (a): Refund Sticker, Note, Privacy Policy in Product Page

### 4.2 Refundable Product Purchase

- **Order Place**

→ Customers can place orders for refundable products like any other product in the store

- **Refund Availability**

→ Once the product is delivered, the Send Refund option in customer order details becomes visible within the allowed refund time. The refund period starts from the time the product is delivered.

## 5. Send Refund Request

Customers can request a refund for delivered products from their Purchase History. Navigate to the Purchase History page, find the product, click Options → View, and then click Send Refund to open the refund page.

- **Refund Submission Form**

- **Product Name:** Pre-filled with the product you received and want a refund for.
- **Order ID:** Pre-filled with the corresponding order ID.
- **Reason:** Enter the reason for requesting the refund.
- **Image:** Upload a supporting image if needed.

*[Refund time starts after the product delivery]*

*[Once the set time is over, customers can no longer submit refund requests.]*

**Send Refund Request**

Product Name \*  
Acer Nitro 50 N50-620-UA91 Gaming Desktop

Amount \*  
559.99

Order Code: \*  
20250819-07253198

Refund Reason \*

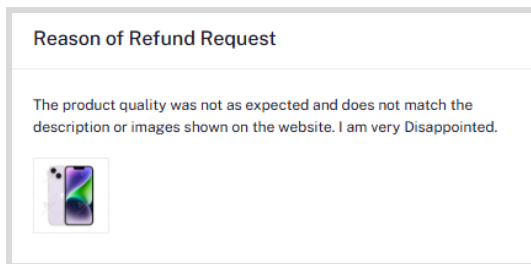
Image

Figure 5: Refund Submission Form

## 6. Manage Refund Requests

### 6.1 Admin Products

- **View Reason:**
  - Admin can view the refund reason, from all refund requests → view from the admin panel along with any picture uploaded by the customer.
  - Based on this, the admin can decide whether to refund or reject the request.



**Reason of Refund Request**

The product quality was not as expected and does not match the description or images shown on the website. I am very Disappointed.


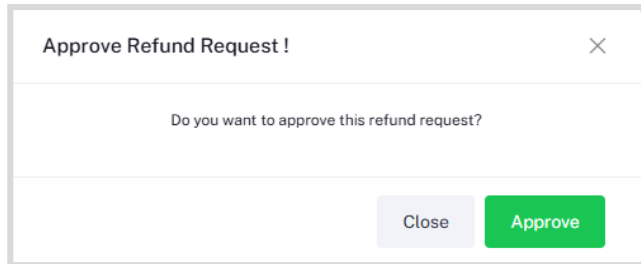


Figure 6.1(a): View Reason



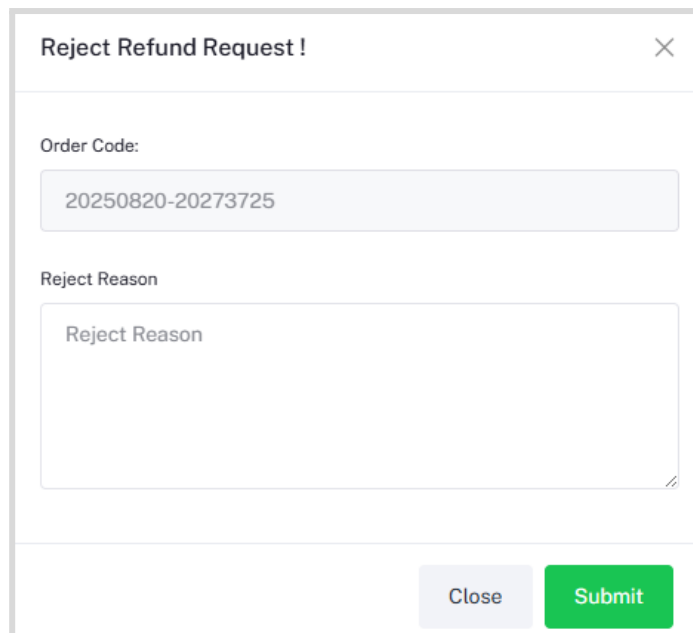
**Approve Refund Request !**

Do you want to approve this refund request?

Close Approve

Figure 6.1(b): Admin approval

- Approve Request:**
  - If admin finds the reason valid, admin can click on the Refund Now option from all refund requests in the admin panel and approve the refund, which adds the amount to the customer's wallet balance.
  - Customers can view the approved status of their refund requests directly from the Refund Requests page in the customer panel.
- Reject Request:**
  - If the admin does not find the reason valid or acceptable, he can click on the Reject option, from all refund requests page with a rejection reason, and submit it.
  - the request will be closed and no amount will be added to the customer's wallet balance.
  - Customers can view the rejected status of their refund requests directly from the Refund Requests page in the customer panel and also view the rejected reason.



**Reject Refund Request !**

Order Code:

20250820-20273725

Reject Reason

Reject Reason

Close Submit

Figure 6.1(b): Refund Rejection with a reason

## 6.2 Seller Products

- **View Reason:**
  - Both Admin and seller can view the refund reason along with any picture uploaded by the customer. Based on this, the seller can decide to approve or reject.
- **Approve Request:**
  - Refund requests for seller products are sent to the both admin and seller panel. The seller can view the refund reason from the received refund request page and Approve the refund request.
  - Seller approval will be displayed in the admin panel and admin can send the refund amount which adds the amount to the customer's wallet balance.
  - Customers can view the approved status of their refund requests directly from the Refund Requests page in the customer panel.
- **Reject Request:**
  - If the seller finds the reason not valid or unacceptable, the seller can reject the request from the received refund requests page in the seller panel.
  - Admin can see the rejected status and can reject the refund.
  - Customers can view the rejected status of their refund requests directly from the Refund Requests page in the customer panel and also view the rejected reason.



All Refund Request									
#	Date	Order ID	Product	Amount	Status	Reason	Approval	Reject	
1	19-08-2025	20250819-07253198	Acer Nitro 50 N50-620-UA81 Gaming Desktop	\$559.990	Pending	Show	<input type="checkbox"/>	<input type="checkbox"/>	
2	20-04-2022	20220420-07073292	Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Approved	Show	<input type="checkbox"/>	<input type="checkbox"/>	
3	20-04-2022	20220420-07224759	Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Approved	Show	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	20-04-2022	20220420-07435544	Berne Men's Heritage Thermal-Lined Full-Zip Hooded Sweatshirt	\$12.150	Pending	Show	<input type="checkbox"/>	<input type="checkbox"/>	

Figure 6.1(c): Seller Approval or Rejection

THANK YOU