

EU Withdrawal Button

cll_withdrawal · v1.0.0 · PrestaShop module

The mandatory digital withdrawal button for EU online stores, in place within minutes.

Overview

EU Withdrawal Button adds the **digital withdrawal function** required by EU Directive (EU) 2023/2673, applicable from **19 June 2026** (in Italy: Art. 54-bis of the Consumer Code, Legislative Decree 209/2025). It makes a B2C store compliant out of the box: an always-visible withdrawal link, a legally required two-step flow, a durable e-mail receipt, and a back-office register with refund tracking.

No core overrides — hooks only. Multistore- and multilanguage-aware, GDPR-conscious (only the data strictly needed, configurable retention).

Key features

- **Always-visible withdrawal link** — footer, customer account, order history and order detail. Default labels compliant in the EU official languages, configurable per language.
- **Two-step flow** required by law — Step 1: a minimal form (name, order reference, contact for the receipt), accessible to guests too and pre-filled for logged-in customers. Step 2: a separate review page with an explicit *Confirm withdrawal* button.
- **Durable receipt by e-mail** — sent immediately with the declaration content and the date and time of transmission; a copy goes to the merchant and everything is stored as proof.
- **Back-office withdrawal register** — status (received / processing / refunded / closed), a 14-day refund countdown, full detail and CSV export.
- **PrestaShop order integration** — a dedicated “Withdrawal requested” order state and optional creation of a native order return, so it coexists with the core RMA.
- **Carrier-agnostic return slip (PDF)** — merchant return address, order reference, barcode and instructions; works with any carrier without API integration.
- **Configurable legal exceptions** (Art. 16 CRD) — exclude products or categories (customised, perishable, sealed for hygiene, digital services, etc.) with a compliant notice.

Withdraw from the contract

You have the right to withdraw from your purchase within 14 days without giving any reason. Fill in this short form: in the next step you will review your declaration and confirm it.

If the data matches an order, you will proceed to the confirmation step. Please check the details you entered.

Your name

Marco Rossi

Email used for the order *

marco.rossi@example.com

Order reference *

XKQRZPLMN

You can find it in your order confirmation email (e.g. ABCDEFGHI).

Message (optional)

I would like to withdraw from order placed on 10 June 2026.

CONTINUE TO CONFIRMATION

The two-step withdrawal form on the storefront

Requirements & compatibility

PrestaShop	1.7.0.0 → 9.x
PHP	7.2 or newer
Architecture	Hooks only — no core overrides
Multistore / multilanguage	Yes

Installation

- 1 In the back office open **Modules > Module Manager** and upload the module ZIP (or copy the `cll_withdrawal` folder into `/modules/`).
- 2 Click **Install**. The withdrawal front page, the “Withdrawal requested” order state and the back-office register are created automatically.
- 3 Open the module configuration to review the per-language labels and the placement of the link.

Use & configuration

From the module settings you control where the withdrawal link appears, the wording per language, the legal exceptions per product/category, the e-mail receipt template and the data-retention period.

Incoming declarations land in the **Withdrawals** back-office tab. Each row shows the order reference, the customer, the transmission timestamp, the refund countdown and the current status; you can open the detail, mark the refund and export the register to CSV for your accounting.

Orders > Withdrawals
Help

Withdrawals

Withdrawal register
Settings

WELCOME

Dashboard

Care Center

SELL

Orders

Invoices

Credit Slips

Delivery Slips

Shopping Carts

Withdrawals

Catalog

Customers

Customer Service

Stats

☰
Withdrawal register
Filter
Export CSV

All statuses

gg/mm/aaaa

gg/mm/aaaa

Email, reference or name

#	Order	Customer	Email	Transmitted at	Refund countdown	Status	Receipt	
4	ASDFGHIJKL	Sofia Ferrari	sofia.ferrari@example.com	2026-06-01 12:17:20	2 days left	received	✓	View
3	QWERTYUIO	Andrea Conti	andrea.conti@example.com	2026-06-10 12:17:20	11 days left	processing	✓	View
2	PLMNBVCXZ	Giulia Bianchi	giulia.bianchi@example.com	2026-06-07 12:17:20	-	refunded	✓	View
1	XKQRZPLMN	Marco Rossi	marco.rossi@example.com	2026-06-12 12:17:20	13 days left	received	✓	View

Back-office withdrawal register with the 14-day refund countdown

Support & live demo

Try every screen on the live demo store: psdemo.cavallini.net (the withdrawal form is reachable from the footer). For assistance and update questions contact luca@cavallini.net.

Legal note. This module provides the technical withdrawal function required by Directive (EU) 2023/2673. It is a tool to support compliance and does not replace legal advice; review the wording and exceptions with your own terms and conditions.