



EU Withdrawal Button User Guide

PrestaShop module · Compatible with PrestaShop 1.7, 8 and 9

Be ready for the EU withdrawal rules **with one always-visible button**

EU Withdrawal Button adds the mandatory digital withdrawal function required by Directive 2023/2673: an always-visible button, a two-step confirmation, a durable receipt with a legal timestamp, a withdrawal register and a return slip PDF. From 19 June 2026 this function is mandatory for B2C distance contracts in the EU.

1. Installation

1. In the back office go to **Modules → Module Manager → Upload a module** and select the module ZIP.
2. Once installed, click **Configure** to open the setup wizard.

Updates are automatic. They are tied to your domain — no licence key to enter. Development domains (`.local` , `.test` , `localhost`) are always allowed. When a new version is available it is shown right inside the module.

2. Configuration — step by step

The module has two tabs: the **Withdrawal register** (every declaration with its audit trail, refund countdown, CSV export and return slip PDF) and **Settings**. Everything below lives under the **Settings** tab.

Settings

The Settings tab covers visibility of the button, the declaration flow, how the declaration plugs into your orders, the receipt and return slip, and data handling. Start with the **Visibility** and **Declaration flow** groups.

- **Enable the withdrawal function** — the master switch. From 19 June 2026 the digital withdrawal function is mandatory for B2C distance contracts in the EU; keep it on.
- **Link in the footer** — the law requires the function to be continuously visible; the footer link covers every page.
- **Link in the customer account** and **Link on the order detail page** — extra entry points; the order link pre-selects the order being viewed.
- **Button label per language** — leave empty for the compliant default ("Withdraw from the contract here", translated). Keep explicit wording: vague labels are not compliant.
- **Order window (days)** — logged-in customers can pick orders placed within this window (default 30, a margin over the legal 14 days). Guests can always look up any order — the declaration is never blocked.
- **Exempt category / product IDs** — products exempt from the withdrawal right (personalized, perishable, sealed goods...). The customer sees a legal notice but the declaration is never blocked.

Visibility

Enable the withdrawal function

Master switch. From 19 June 2026 the digital withdrawal function is mandatory for B2C distance contracts in the EU (Directive 2023/2673). Keep it on.

Link in the footer

The law requires the function to be continuously visible. The footer link covers every page: disable only if you place the link elsewhere by yourself.

Link in the customer account

Link on the order detail page

Pre-selects the order the customer is looking at.

Button label per language

EN

IT

Leave empty for the compliant default wording ("Withdraw from the contract here", translated). If you customize it, keep an explicit wording: vague labels are not compliant.

Declaration flow

Order window (days)

Logged-in customers can pick orders placed within this window (default 30: a safety margin over the legal 14 days). Guests can always look up any order: the declaration is never blocked.

Exempt category IDs

Comma or space separated category IDs whose products are exempt from the withdrawal right (personalized, perishable, sealed goods...). The customer sees a legal notice but the declaration is NEVER blocked.

Exempt product IDs

Comma or space separated product IDs exempt from the withdrawal right.

Settings — visibility and declaration flow

The lower part of the form covers how the declaration integrates with your orders, the receipt and return slip, and data retention.

- **Set order status "Withdrawal requested"** — on confirmation the order moves to the custom status created by the module (no extra email — the receipt is the legal notification).
- **Create a native merchandise return** — also opens a standard PrestaShop return (RMA) so the declaration plugs into your existing return flow.
- **Merchant copy email** — where the merchant copy of each receipt is sent; empty = the shop email.
- **Return slip PDF** — attach a carrier-agnostic return slip (address + barcode) to the receipt and offer it for download.
- **Return address** — printed on the return slip; empty = your shop contact address.
- **GDPR retention note** — an internal reminder of how long you keep declarations, shown only here.
- **Drop data on uninstall** — when enabled, uninstalling deletes the whole register. Keep it off: the register is your legal proof.

Order integration

Set order status "Withdrawal requested" *On confirmation the order is moved to the custom status created by the module (no extra email is sent: the receipt is the legal notification).*

Create a native merchandise return *Also opens a standard PrestaShop return (RMA) with the products of the order, so the declaration plugs into your existing return flow.*

Receipt & return slip

Merchant copy email *Where the merchant copy of each receipt is sent. Empty = the shop email.*

Return slip PDF *Attach a carrier-agnostic return slip (address + barcode) to the receipt and offer it for download.*

Return address *Printed on the return slip. Empty = your shop contact address.*

Data

GDPR retention note *Withdrawal declarations are kept as proof of compliance. Review and purge them according to your GDPR retention policy.*
Internal note about how long you keep withdrawal declarations. Shown only here, as a compliance reminder.

Drop data on uninstall *When enabled, uninstalling the module DELETES the whole withdrawal register. Keep it off: the register is your legal proof.*

Settings — order integration, receipt & return slip, data

3. Check that it works

- Open the front office and confirm the **withdrawal link is visible in the footer** on every page.
- Run through the two-step confirmation as a customer for a test order and submit a declaration.
- Check the new declaration appears in the **Withdrawal register** with its legal timestamp and refund countdown, and that the durable receipt email arrives.
- Open the declaration and download the **return slip PDF** (if enabled) to confirm it carries the return address and barcode.

4. FAQ

Is the declaration ever blocked?

No. Even for exempt categories or products the customer sees a legal notice but can always submit; the law requires the function to stay available.

Does it send an extra email to the customer?

The durable **receipt** is the legal notification. The order status change does not add a separate email.

Do I need to edit my theme?

No. EU Withdrawal Button works through standard hooks (footer, account, order) and is compatible with any theme.

Why keep the register on uninstall?

The register is your legal proof of each declaration, so **Drop data on uninstall** should stay off.