



User Manual

EU Withdrawal Button for Magento 2

Table of Contents

1.	Product Specification	3
2.	Features	3
3.	Installation	4
4.	Admin Panel Configuration.....	4
5.	Admin order withdrawal requests handling.....	10
6.	How it Works in Frontend.....	10
7.	Technical Requirements / Compatible With:	16
8.	Supported Languages:	16
9.	Changes Log / Release Notes.....	16
10.	Support.....	16

1. Product Specification

The Order Withdrawal Extension for Magento 2 enables merchants to comply with EU statutory withdrawal requirements. Customers can submit withdrawal requests for eligible orders within a configurable period. Store administrators review requests in the admin panel, approve or decline them, and optionally automate order cancellation or refund processing.

2. Features

- Customer withdrawal workflow for logged-in and guest customers
- Configurable withdrawal period (default: 14 days)
- Period calculation from order date, shipment date, or delivery date
- **Three after-action modes:** Store request only, Store and alert admin, Store and auto-process
- Email notifications for customers and administrators
- Email withdrawal link in order confirmation emails (tokenized URL, no login required)
- **Admin grid:** view, fulfill, decline, mass fulfill/decline
- Withdrawal button on customer order view and optional footer link
- Debug and error logging
- Partial-order withdrawal handling.

3. Installation

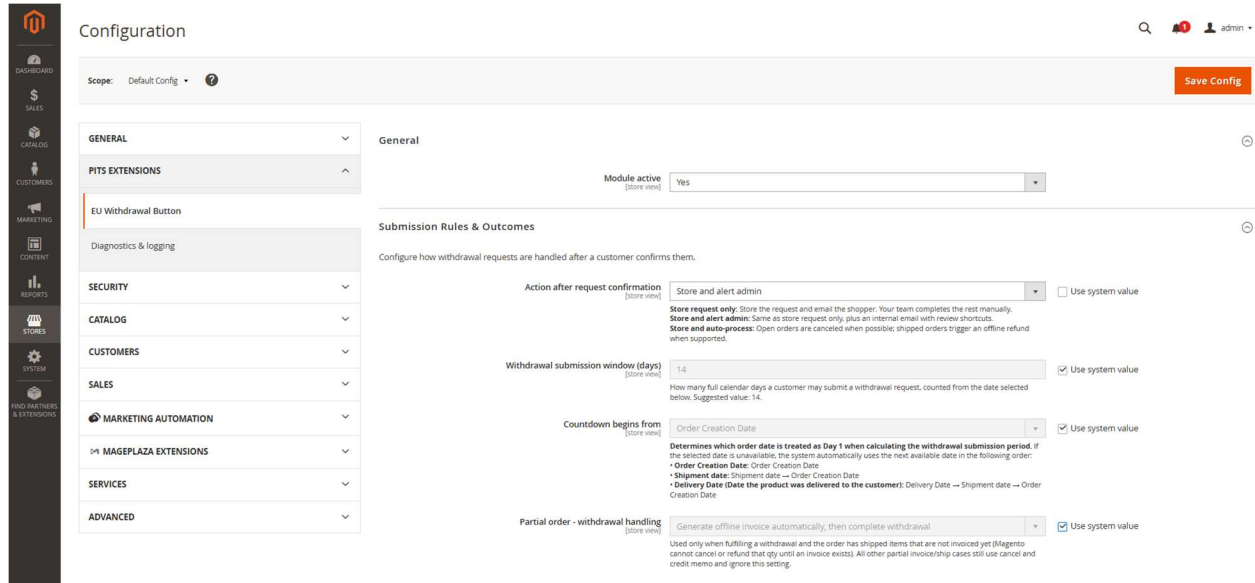
To install the Order Withdrawal Extension for Magento 2, follow the steps below. Please ignore the steps 1 & 2 if you are installing the extension using composer.

- 1) Download the extension.
- 2) Access your web server directories and unzip and upload the content of the zip file to app/code directory.
- 3) Run the following commands from the SSH terminal of the server to complete the installation.
 1. Enable the module - *php bin/magento module:enable Pits_OrderWithdrawal*
 2. Update the database schema - *php bin/magento setup:upgrade*
 3. Generate and pre-compile classes - *php bin/magento setup:di:compile*
 4. Deploy static files - *php bin/magento setup:static-content:deploy*
 5. Clear the cache - *php bin/magento cache:flush*

4. Admin Panel Configuration

EU Withdrawal Button:

Navigate to *STORES* → *CONFIGURATION* → *PITS EXTENSIONS* → *EU Withdrawal Button*



Configuration

Scope: Default Config

GENERAL

PITS EXTENSIONS

EU Withdrawal Button

Diagnostics & logging

SECURITY

CATALOG

CUSTOMERS

SALES

MARKETING AUTOMATION

IMAGEPLAZA EXTENSIONS

SERVICES

ADVANCED

General

Module active (store view) Yes

Submission Rules & Outcomes

Configure how withdrawal requests are handled after a customer confirms them.

Action after request confirmation (store view)

Store and alert admin ☐ Use system value

Store request only: Store the request and email the shopper. Your team completes the rest manually.
Store and alert admin: Same as store request only, plus an internal email with review shortcuts.
Store and auto-process: Open orders are canceled when possible, shipped orders trigger an offline refund when supported.

Withdrawal submission window (days) (store view)

14 ☒ Use system value

How many full calendar days a customer may submit a withdrawal request, counted from the date selected below. Suggested value: 14.

Countdown begins from (store view)

Order Creation Date ☒ Use system value

Determines which order date is treated as Day 1 when calculating the withdrawal submission period. If the selected date is unavailable, the system automatically uses the next available date in the following order:
 • Order Creation Date: Order Creation Date
 • Shipment date: Shipment date — Order Creation Date
 • Delivery Date (Date the product was delivered to the customer): Delivery Date — Shipment date — Order Creation Date

Partial order - withdrawal handling (store view)

Generate offline invoice automatically, then complete withdrawal ☒ Use system value

Used only when fulfilling a withdrawal and the order has shipped items that are not invoiced yet (Magento cannot cancel or refund that qty until an invoice exists). All other partial invoicing cases still use cancel and credit memo and ignore this setting.

Figure 1 – EU Withdrawal Button – Configuration

The **General** encompasses the following fields :

- **Module active** – Set to **Yes** to activate the extension.

The **Submission Rules & Outcomes** encompass the following fields:

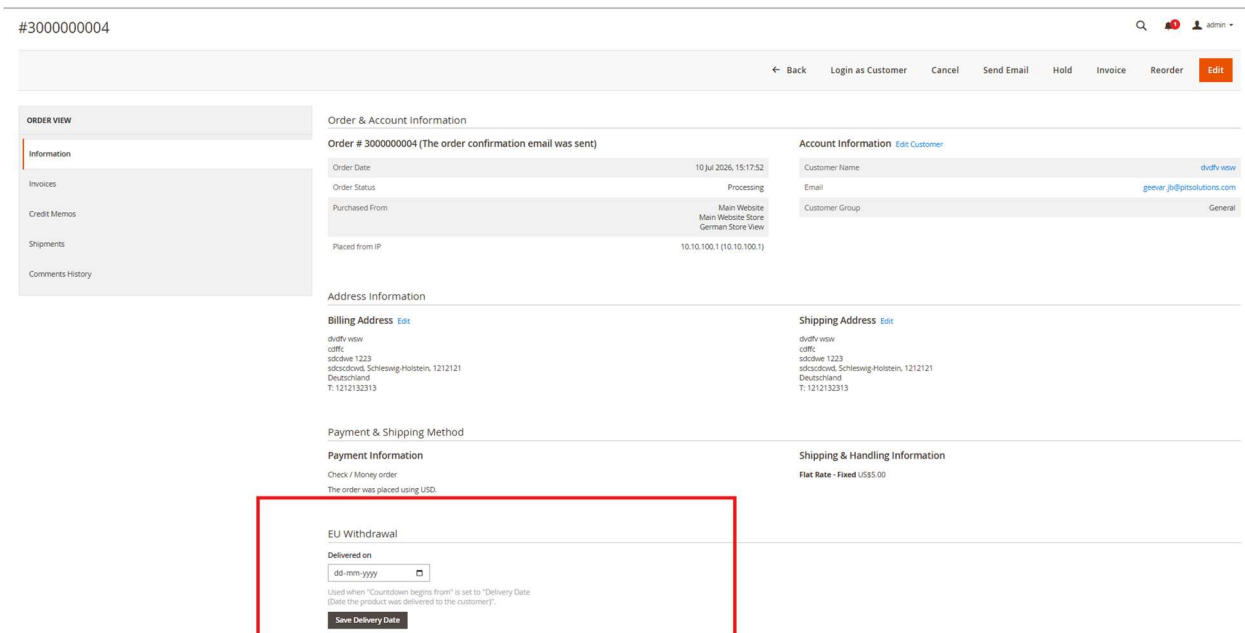
- **Action after request confirmation:**
 - **Store request only** – Log request + customer confirmation email. Admin processes manually.
 - **Store and alert admin** – Above + admin notification email with review link.
 - **Store and auto-process** – Auto-cancel unshipped orders or create offline credit memo if shipped.
- **Withdrawal submission window (days)** : Days within which customers can withdraw (default: 14).
- **Countdown begins from :**
 - **Order Creation Date**
 - **Shipment date**

- **Delivery Date** (Date the product was delivered to the customer)

If the selected date is unavailable, the system uses the next available date:

- **Order Creation Date:** Order Creation Date
- **Shipment date:** Shipment date → Order Creation Date
- **Delivery Date:** Delivery Date → Shipment date → Order Creation Date

Magento does not store a native delivery date. If you choose Delivery Date, set that date on the admin order detail page (see below). Only shipped orders can have a delivery date set.



The screenshot shows the Magento 2 Admin Order Detail page for order #3000000004. The page is divided into several sections: Order & Account Information, Address Information, Payment & Shipping Method, and Shipping & Handling Information. The 'EU Withdrawal' section is highlighted with a red box. It contains a 'Delivered on' date picker set to 'dd-mm-yyyy' and a 'Save Delivery Date' button. The text below the date picker states: 'Used when "Checkout begins from" is set to "Delivery Date" (Date the product was delivered to the customer)'.

Figure 2 – Order Withdrawal Delivery Date- Configuration

- **Partial order - withdrawal handling:**

Used only when a withdrawal is fulfilled (manual or auto-process) and the order has shipped items that are not invoiced yet. Magento cannot cancel or refund that qty until an invoice exists. All other cases still use cancel and/or offline credit memo and ignore this setting.

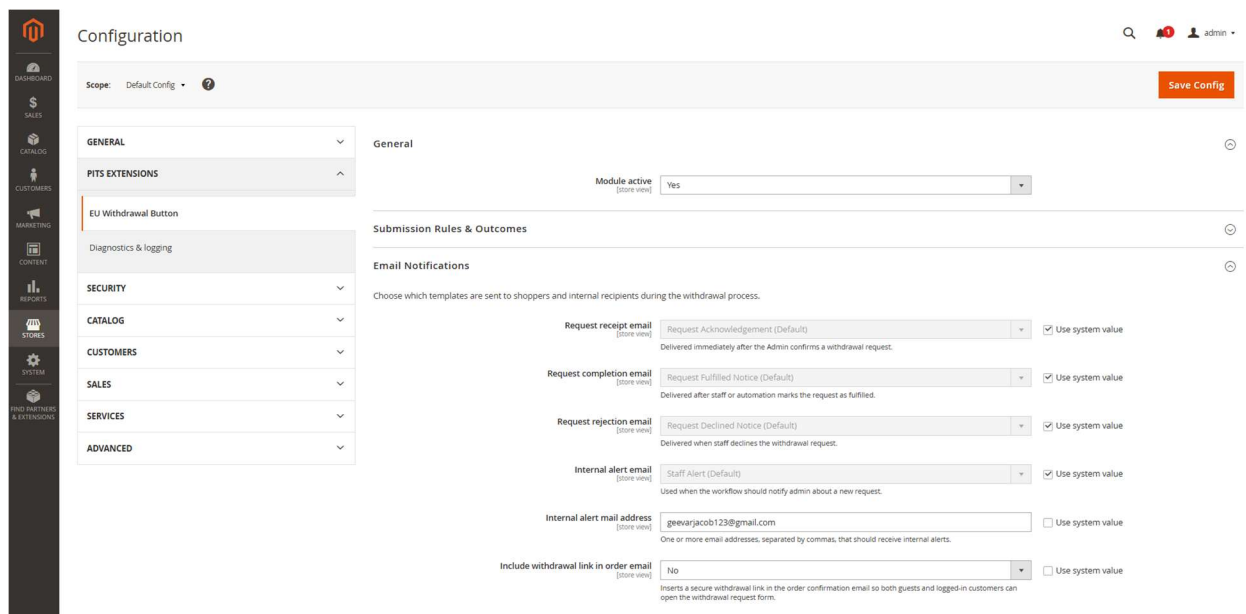
- **Generate offline invoice automatically, then complete withdrawal (default) :**

Creates an offline invoice only for the shipped-but-not-invoiced qty, then cancels remaining open qty and refunds invoiced qty so the withdrawal can finish.

- **Cancel or refund available qty, then hold uninvoiced shipped qty :**

Cancels and/or refunds what Magento allows, then places the order On Hold so staff can finish the leftover shipped-uninvoiced items manually. The request Action shows Partial – on hold, and the customer email explains that the request was only partially completed.

The **Email Notifications** encompass the following fields :



Configuration

Scope: Default Config

Save Config

GENERAL

PITS EXTENSIONS

EU Withdrawal Button

Diagnostics & logging

SECURITY

CATALOG

CUSTOMERS

SALES

SERVICES

ADVANCED

General

Module active: Yes

Submission Rules & Outcomes

Email Notifications

Choose which templates are sent to shoppers and internal recipients during the withdrawal process.

Request receipt email: Request Acknowledgement (Default) [Use system value]

Request completion email: Request Fulfilled Notice (Default) [Use system value]

Request rejection email: Request Declined Notice (Default) [Use system value]

Internal alert email: Staff Alert (Default) [Use system value]

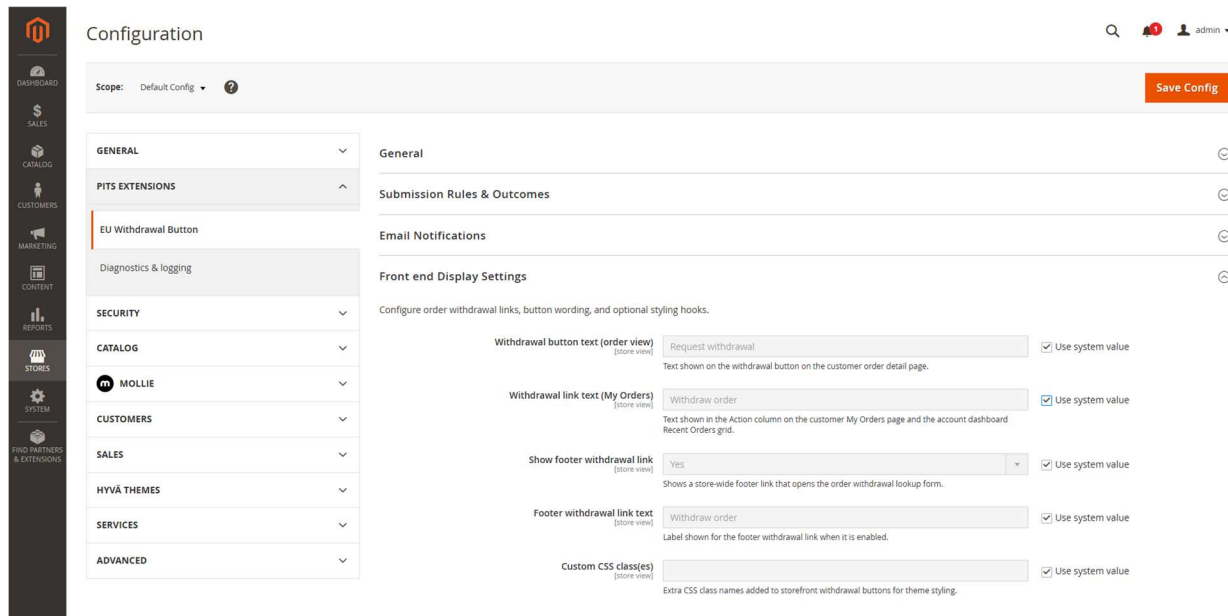
Internal alert mail address: geevajacob123@gmail.com [Use system value]

Include withdrawal link in order email: No [Use system value]

Figure 3 – Order Withdrawal Email Notifications– Configuration

- **Request receipt email** – Sent when customer submits a withdrawal.
- **Request completion email** – Sent when request is fulfilled.
- **Request rejection email** – Sent when request is declined.
- **Internal alert email** – Sent to administrators for new requests.
- **Internal alert email address** – Comma-separated admin email addresses.
- **Include withdrawal link in order email** – Tokenized withdrawal URL in order confirmation mail.

The **Front end Display Settings** encompass the following fields :



Configuration

Scope: Default Config

Save Config

GENERAL

PITS EXTENSIONS

EU Withdrawal Button

Diagnostics & logging

SECURITY

CATALOG

MOLLIE

CUSTOMERS

SALES

HYVA THEMES

SERVICES

ADVANCED

General

Submission Rules & Outcomes

Email Notifications

Front end Display Settings

Configure order withdrawal links, button wording, and optional styling hooks.

Withdrawal button text (My Account) (store view)

Request withdrawal

Text shown on the withdrawal button on the customer order detail page.

☒ Use system value

Withdrawal link text (My Orders) (store view)

Withdraw order

Text shown in the Action column on the customer My Orders page and the account dashboard Recent Orders grid.

☒ Use system value

Show footer withdrawal link (store view)

Yes

Shows a store-wide footer link that opens the order withdrawal lookup form.

☒ Use system value

Footer withdrawal link text (store view)

Withdraw order

Label shown for the footer withdrawal link when it is enabled.

☒ Use system value

Custom CSS class(es) (store view)

Extra CSS class names added to storefront withdrawal buttons for theme styling.

☒ Use system value

Figure 4 – Order Withdrawal Frontend Display Settings – Configuration

- **Withdrawal button text (My Account)** – Text shown on the withdrawal button on the customer order detail page.
- **Withdrawal link text (My Orders)** - Text shown in the Action column on the customer My Orders page and the account dashboard Recent Orders grid.
- **Show footer withdrawal link** – Show withdrawal link in store footer.
- **Footer withdrawal link text** – Footer link label (default: Withdraw order).

- **Custom CSS class(es)**– Optional CSS class for withdrawal buttons.

Diagnostics & logging:

Navigate to *STORES*→ *CONFIGURATION*→ *PITS EXTENSIONS*→ *Diagnostics & logging*

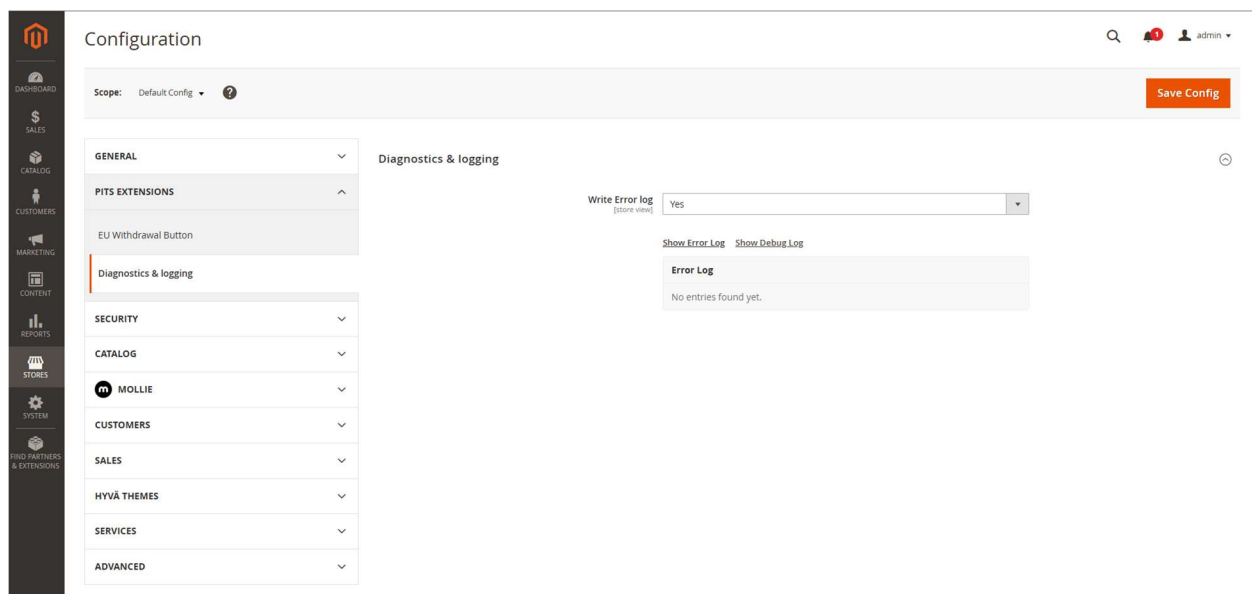


Figure 5 – Order Withdrawal Diagnostics & logging – Configuration

- **Write Error log** – Set to **Yes** to activate the diagnostics and logging.

5. Admin order withdrawal requests handling

Order withdrawal requests

12 records found

ID	Store View	Transaction Number	Order #	Order status	Customer	Email	Request status	Action	Created At	Updated At	Actions
12	Main Website Main Website Store Default Store View	YK6G76UEF9Q	000000012	On Hold	dvdfv wsw	gs.om	Fulfilled	Partial — on hold	Jul 20, 2026 8:53:15 AM	Jul 20, 2026 8:53:24 AM	Select
11	Main Website Main Website Store Default Store View	ZQVALEX0E7TG	000000011	Closed	dvdfv wsw	gc.....com	Fulfilled	Order canceled	Jul 20, 2026 8:52:18 AM	Jul 20, 2026 8:52:25 AM	Select
10	Main Website Main Website Store Default Store View	7P6SKG93VRKK	000000010	Complete	dvdfv wsw	gs.com	Fulfilled	Order canceled	Jul 16, 2026 8:36:17 AM	Jul 16, 2026 8:39:19 AM	Select
9	Main Website Main Website Store Default Store View	VZMSLTVSUKKX	000000009	Pending	dvdfv wsw	gc.....com	Declined	No automated action	Jul 13, 2026 8:32:55 AM	Jul 16, 2026 5:39:23 AM	Select
8	Main Website Main Website Store Default Store View	674VSGWMAESZ	000000008	Canceled	dvdfv wsw	gs.com	Fulfilled	Order canceled	Jul 13, 2026 8:07:29 AM	Jul 13, 2026 8:07:34 AM	Select
7	Main Website Main Website Store Default Store View	TAN35CTMACV9	000000008	Canceled	dvdfv wsw	gc.....com	Declined	No automated action	Jul 13, 2026 8:07:21 AM	Jul 13, 2026 8:07:26 AM	Select
6	Main Website Main Website Store Default Store View	57GP24FM54Q3	000000007	Canceled	dvdfv wsw	gs.om	Fulfilled	Order canceled	Jul 6, 2026 5:02:17 AM	Jul 6, 2026 5:02:17 AM	Select
5	Main Website Main Website Store Default Store View	V4UQJL4VSPN4	000000005	Canceled	dvdfv wsw	gc.....m	Fulfilled	Order canceled	Jul 6, 2026 4:47:16 AM	Jul 6, 2026 4:47:16 AM	Select
4	Main Website Main Website Store Default Store View	7P5CZ6R9Y5A9	000000004	Canceled	dvdfv wsw	gs.com	Fulfilled	Order canceled	Jul 6, 2026 4:12:18 AM	Jul 6, 2026 4:12:26 AM	Select

Figure 6 – Order Withdrawal Request Grid

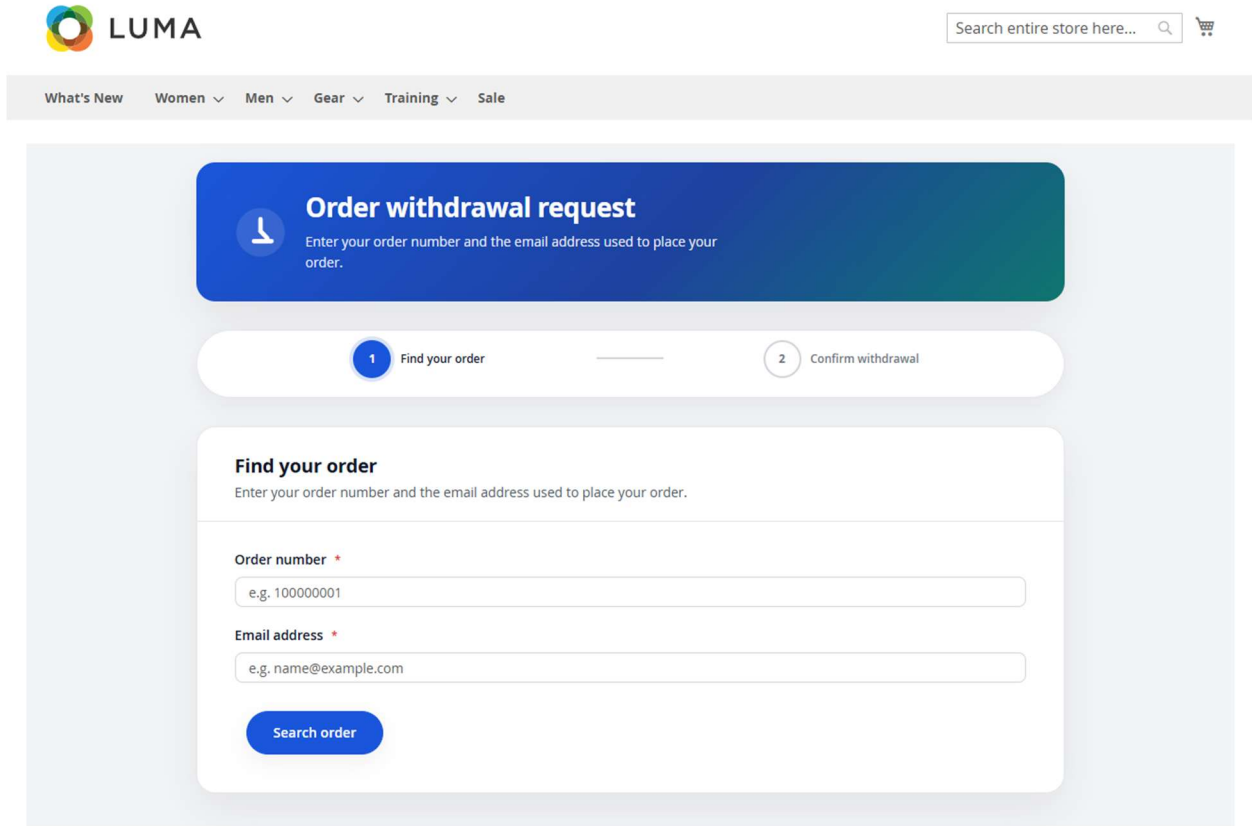
- Navigate to Sales → EU Withdrawal Button → Order withdrawal requests.
- ID, Store View, Transaction Number, Order #, Order status, Customer, Email, Request status, Action, Created At, Updated At, Actions.
- Actions: View, Fulfill, Decline, Mass fulfill, Mass decline.
- Statuses: Pending, Fulfilled, Declined.

6. How it Works in Frontend

Entry points:

- Footer withdrawal link (if enabled in configuration)
- Footer link text — editable in admin configuration
- Order withdrawal link on customer order view page
- Order withdrawal link on My Orders grid (sales/order/history)

- Order withdrawal link on account dashboard Recent Orders grid
- Email cancellation link in order confirmation email (if enabled)
- Direct URL: <https://your-store.com/order-cancel/locate/open> (guest lookup landing page)



The screenshot shows the 'Order withdrawal request' page for the LUMA store. The page has a blue header with the LUMA logo and a search bar. Below the header is a navigation bar with links: What's New, Women, Men, Gear, Training, and Sale. The main content area features a blue box with the title 'Order withdrawal request' and a sub-header 'Enter your order number and the email address used to place your order.' Below this is a progress bar with two steps: '1 Find your order' and '2 Confirm withdrawal'. The 'Find your order' section contains a form with two input fields: 'Order number' (with a placeholder 'e.g. 100000001') and 'Email address' (with a placeholder 'e.g. name@example.com'). A blue 'Search order' button is located below the input fields.

Figure 7 – Order Withdrawal Find order Page

 LUMA

Search entire store here...  

What's New Women ▾ Men ▾ Gear ▾ Training ▾ Sale



Order withdrawal request

Review your order details, add an optional note, and confirm to submit your withdrawal request.

1 Find your order

2 Confirm withdrawal

Order summary

ORDER
#3000000001

PLACED
Jul 9, 2026

TOTAL
\$39.00

Your request

Reason for withdrawal (optional)

Share any context that will help us process your request.

! Please confirm the withdrawal request for order #3000000001.
After you confirm, we will email a dated reference for your records.

Confirm withdrawal request

Figure 8 – Order Withdrawal Review Order Page

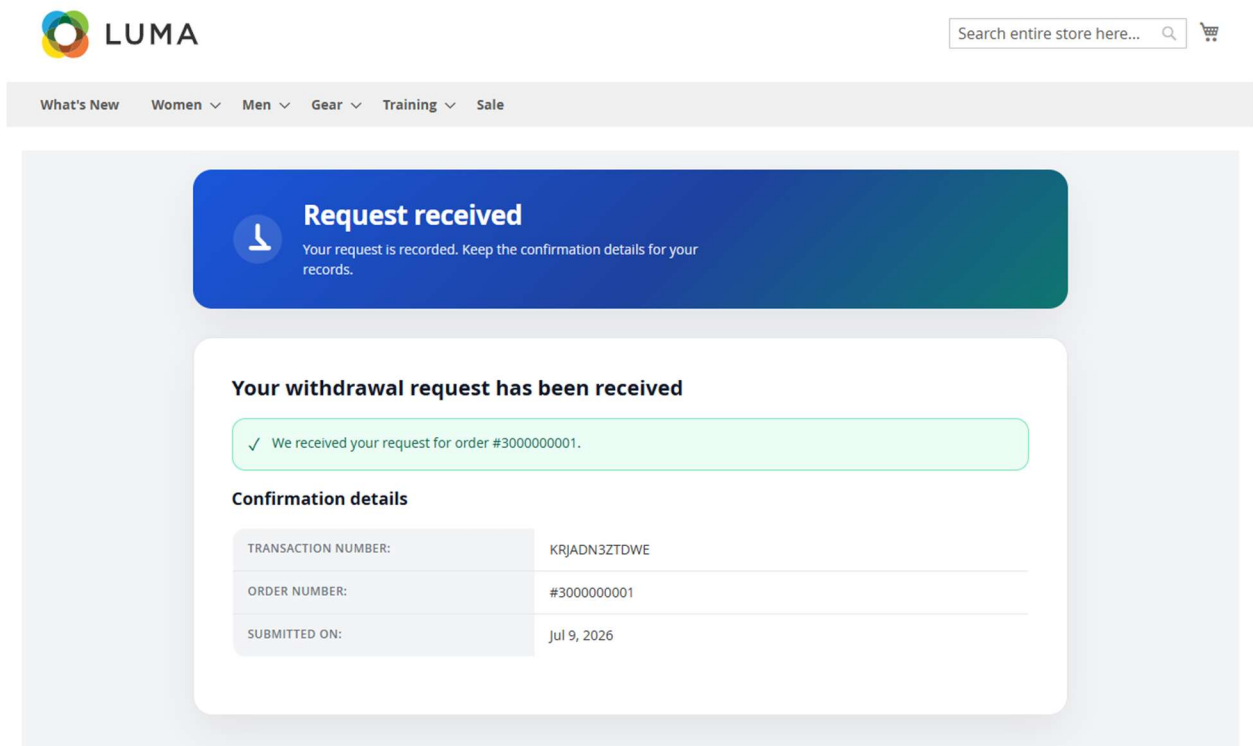


Figure 9 – Order Withdrawal Request Success Page





[What's New](#)
[Women](#)
[Men](#)
[Gear](#)
[Training](#)
[Sale](#)

[My Account](#)
[My Orders](#)
[My Downloadable Products](#)
[My Wish List](#)

[Address Book](#)
[Account Information](#)
[Stored Payment Methods](#)

[My Product Reviews](#)
[Newsletter Subscriptions](#)

[Compare Products](#)

You have no items to compare.

[Recently Ordered](#)

☐ Joust Duffle Bag
 [Add to Cart](#)
[View All](#)

[My Wish List](#)

You have no items in your wish list.

Order # 000000014

PENDING

July 3, 2026

[Reorder](#)
[Request order cancellation](#)

[Print Order](#)

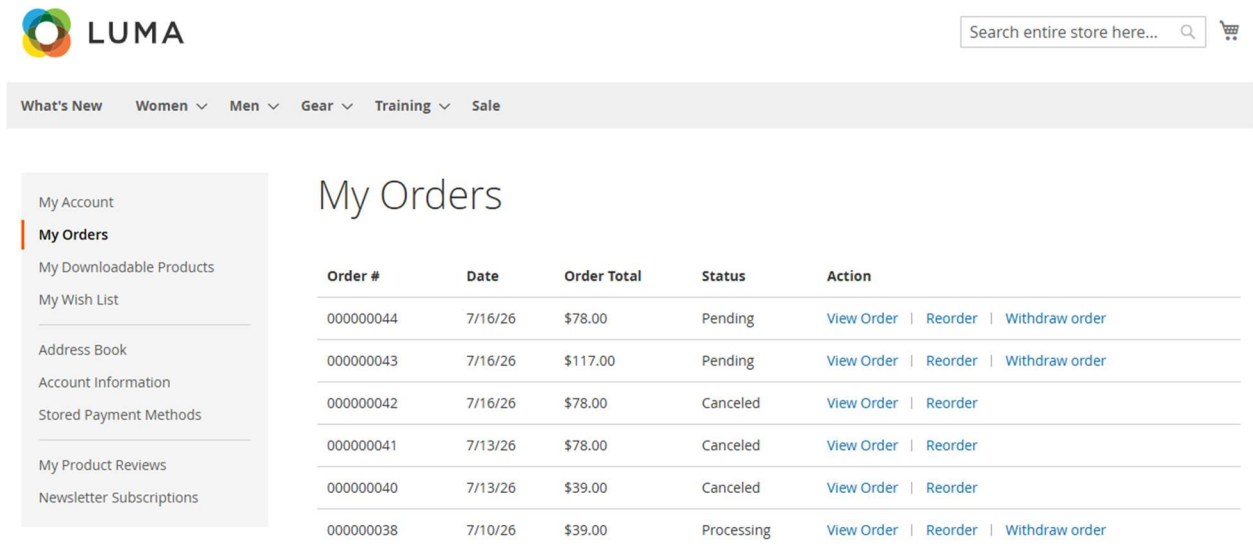
Items Ordered

Product Name	SKU	Price	Qty	Subtotal
Joust Duffle Bag	24-MB01	\$34.00	Ordered: 1	\$34.00
Subtotal				\$34.00
Shipping & Handling				\$5.00
Grand Total				\$39.00

Order Information

Shipping Address	Shipping Method	Billing Address	Payment Method
dvdfv wsw cdffc sdcidwe 1223 sdcscdcwd, Schleswig-Holstein, 1212121 Germany T: 1212132313	Flat Rate - Fixed	dvdfv wsw cdffc sdcidwe 1223 sdcscdcwd, Schleswig-Holstein, 1212121 Germany T: 1212132313	Check / Money order

Figure 10 – Order detail page withdraw link placement



The screenshot shows the LUMA website's 'My Orders' page. On the left is a sidebar menu with links: My Account, My Orders (highlighted), My Downloadable Products, My Wish List, Address Book, Account Information, Stored Payment Methods, My Product Reviews, and Newsletter Subscriptions. The main content area is titled 'My Orders' and contains a table with the following data:

Order #	Date	Order Total	Status	Action
000000044	7/16/26	\$78.00	Pending	View Order Reorder Withdraw order
000000043	7/16/26	\$117.00	Pending	View Order Reorder Withdraw order
000000042	7/16/26	\$78.00	Canceled	View Order Reorder
000000041	7/13/26	\$78.00	Canceled	View Order Reorder
000000040	7/13/26	\$39.00	Canceled	View Order Reorder
000000038	7/10/26	\$39.00	Processing	View Order Reorder Withdraw order

Figure 11 – My Orders page withdraw order link placement

Customer workflow:

- Step 1 – Locate order: Guest enters order number + email; logged-in customers use account.
- Step 2 – Intake preview: Customer confirms order details and optional withdrawal reason.
- Step 3 – Confirm & acknowledgement: Request submitted; confirmation email sent.

Eligibility:

- Extension enabled for the store
- Order status: pending, processing, or complete
- Within configured submission window
- No existing confirmed or fulfilled cancellation request for the order

7. Technical Requirements / Compatible With:

- Magento Open Source (CE): 2.4.5 to 2.4.9

8. Supported Languages:

- English, German and easily customizable for other Magento supported language packs.

9. Changes Log / Release Notes

Version: 1.0.0

- Initial release.

10. Support

If you have questions, use our contact form at webshopextension.com