

MEDIACOM87

Legal withdrawal button

Compliance with the consumer right of withdrawal

Version 1.0.0

PrestaShop 1.6 — 9.x • PHP 5.6+

User documentation — © 2008–2026 Mediacom87

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1. Overview

The **Legal withdrawal button** module by Mediacom87 brings your PrestaShop store into compliance with the consumer right of withdrawal. It adds a complete flow for the customer to exercise their right, generates a time-stamped acknowledgement on a durable medium, and provides the merchant with management tools and the required legal texts.

The module is based on the EU Consumer Rights Directive 2011/83/EU (and, for France, the Code de la consommation, articles L221-18 onwards).

2. Installation

- In the back office, go to Modules, upload the provided ZIP file and install the module.
- On installation, the module creates a « Withdrawal requested » order status, a « Withdrawals » tab under the Customers menu, and its own data tables.
- No native PrestaShop table is modified: all data is stored in dedicated tables.

3. Configuration

All settings are in the module configuration page, **Configuration** tab.

- **Button label:** the text shown to the customer, translatable in each language.
- **Withdrawal period:** the legal period (14 days by default), counted from delivery.
- **Acknowledgement PDF:** attach a time-stamped PDF to the acknowledgement (the acknowledgement email is always sent).
- **Footer link:** show an optional link; you can also copy the provided link and place it anywhere.
- **Page URL:** a customizable URL slug per language (requires Friendly URLs).
- **Legal exclusions:** exclude virtual products, whole categories (checkbox tree) and specific products. The button is automatically hidden for an order containing only excluded products.
- **Refund follow-up:** a refund deadline (14 days) and an automatic email reminder to the merchant as the deadline approaches.

4. Customer side

- The button appears in the customer account and on an eligible order detail, and optionally in the footer.
- Guest customers can exercise their right through the dedicated link, by entering the email and reference used for the order.
- After confirmation, the customer receives a time-stamped acknowledgement (email and optional PDF) on a durable medium.

- The official model withdrawal form can be downloaded as a PDF.
- Once a request has been recorded, the customer cannot create a new one for the same order.

5. Back-office management

Go to the Customers menu, **Withdrawals** tab.

- A filterable and exportable list of all requests: request reference, order reference, customer, status, acknowledgement date, refund deadline.
- Download of the time-stamped acknowledgement PDF for each request.
- **Mark as refunded** action: the order moves to the « Refunded » status.
- **Mark as refused** action: the order returns to its previous status.
- In both cases, the customer is automatically notified by email of the new status.
- Requests are created only by customers from the front office; they can never be added manually.

6. Legal texts for your terms and conditions

The **Legal texts** tab provides three ready-to-copy texts for your terms and conditions and legal notices: the withdrawal clause, the model form and the list of exclusions. They are pre-filled with your period and your shop identity, and available in the language of your choice via the language selector.

These texts are provided for information only and do not constitute legal advice. Have them validated by a qualified legal professional before publishing.

7. Languages and compatibility

- Interface and emails translated into 17 languages.
- Compatible with PrestaShop 1.6 to 9 and PHP 5.6 and above.

8. Support

Module published by **Mediacom87**. For any question or assistance, contact support from your usual customer area.