

KonVis Widerrufsbutton Erweiterung für Magento 2

Version: 1.0.0 (2025-10-07)

Manual Version 1.0

Magento 2 Right Of Withdrawal

- Konvis_RightOfWithdrawal

- Version 1.0.0

- Tested with Magento Version: Magento ver. 2.4.6 - 2.4.8-p1

Found a bug or have an idea for improvement? Please, contact info@konvis.de to help improve the extension.*

Info about the extension (German):

<https://www.konvis.de/>

<https://www.konvis.de/magento-widerrufsbutton-erweiterung-einfach-und-flexibel/>

1. Owner / Support

KonVis - Visionäre Konzepte

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2. How to install RightOfWithdrawal extension

- Download the files and add them into app/code directory.
- Run the following command in Magento 2 root folder:

```

```
php bin/magento setup:upgrade
```

```
php bin/magento setup:di:compile
```

```
php bin/magento setup:static-content:deploy
```

```

****Remember to test the extension in test environment before deployment to production.****

3. Setup

1. Module's configuration

General



The screenshot shows a configuration form with the following fields:

- Confirmation email template:** A dropdown menu with "Withdrawal confirmation (Default)" selected. Below it, a note says "Email template which will be sent to customer by mail as withdrawal confirmation."
- Confirmation email BCC address:** An empty text input field. Below it, a note says "If empty, General / Store Email Address / Custom Email 1 will be used."
- Maximum days to request withdrawal:** A text input field containing the value "14". Below it, a note says "Based on this value, an information will be shown in the withdrawal registration form. It doesn't block from requesting the withdrawal after this period."
- Show button in orders view:** A dropdown menu with "Yes" selected. Below it, a note says "If enabled, a button will be shown in the order view in the orders listing in the customer account. The button will lead to the withdrawal request form."



(Screenshot Modul Version 1.0.0)

The module's configuration can be found at Stores -> Configuration -> Konvis -> Right of withdrawal.

You are able to modify the following settings:

- Confirmation email template

- Select the email template for the confirmation email.

- Maximum days to request withdrawal

- Based on this value, an information will be shown in the registration form. It doesn't block from requesting withdrawal after this period.

- Show button in orders view

- If enabled, a button will be shown in the order view in the orders listing in the customer account. The button will lead to the withdrawal request form.

2. URL rewrite

If you would like to have a custom URL for the withdrawal request form, you can create a URL rewrite in the Magento admin panel.

- Search form request path: withdrawal/order/search

- Registration form request path: withdrawal/contract/register

4. Usage / Function

Withdrawal Form – Search for order

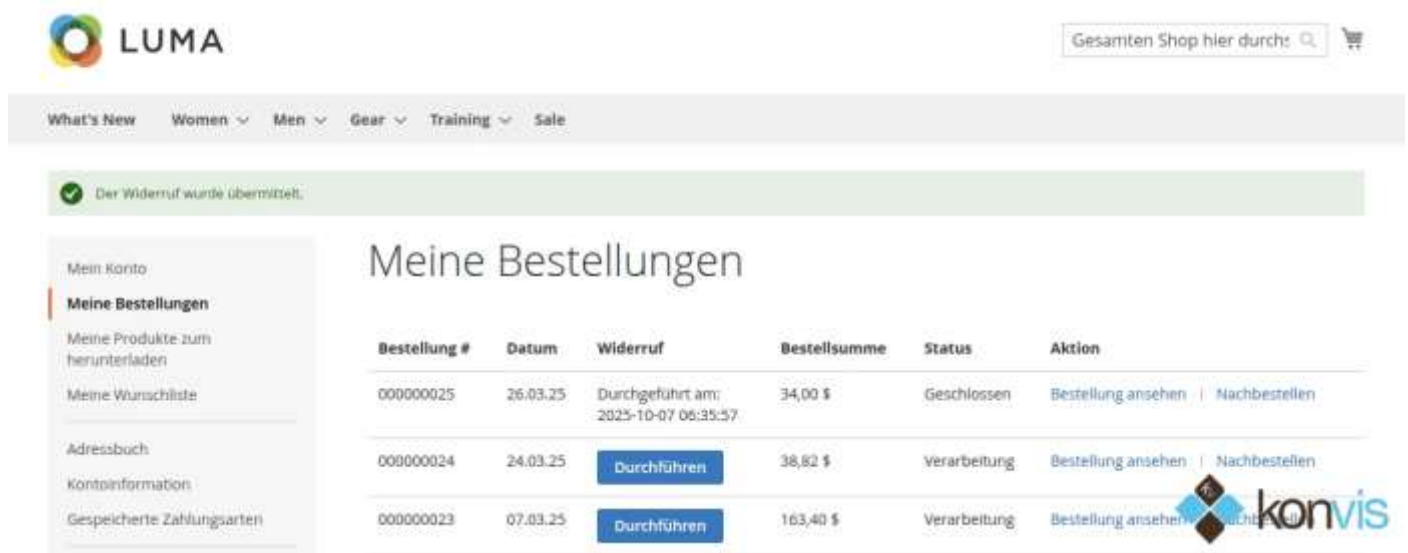
The Withdrawal Form allows user to search for a Order which should be withdrawal. The URL of this form can be defined by rewrite rule (please compare with setup)



The screenshot shows the LUMA website's withdrawal search interface. At the top left is the LUMA logo. To the right is a search bar with the text "Gesamten Shop hier durch:" and a shopping cart icon. Below the logo is a navigation menu with items: "What's New", "Women", "Men", "Gear", "Training", and "Sale". The main heading is "Bestellung für Widerruf suchen". A red error message states: "E-006: Für diese Bestellung besteht bereits ein Widerruf." Below this is a text input field for "Welche Bestellung/Vertrag möchten Sie widerrufen?". Underneath is a "Bestellnummer" input field. A blue "Suche" button is located at the bottom left. The konvis logo is in the bottom right corner.

4.1 My Account – Order – Withdrawal Button

The Other option is to define the order which should be withdrawal from the "myAccount" area. The extension adds a new column. This shows a Button to access the "Withdrawal Area" or it shows a timestamp when the withdrawal has already submitted.



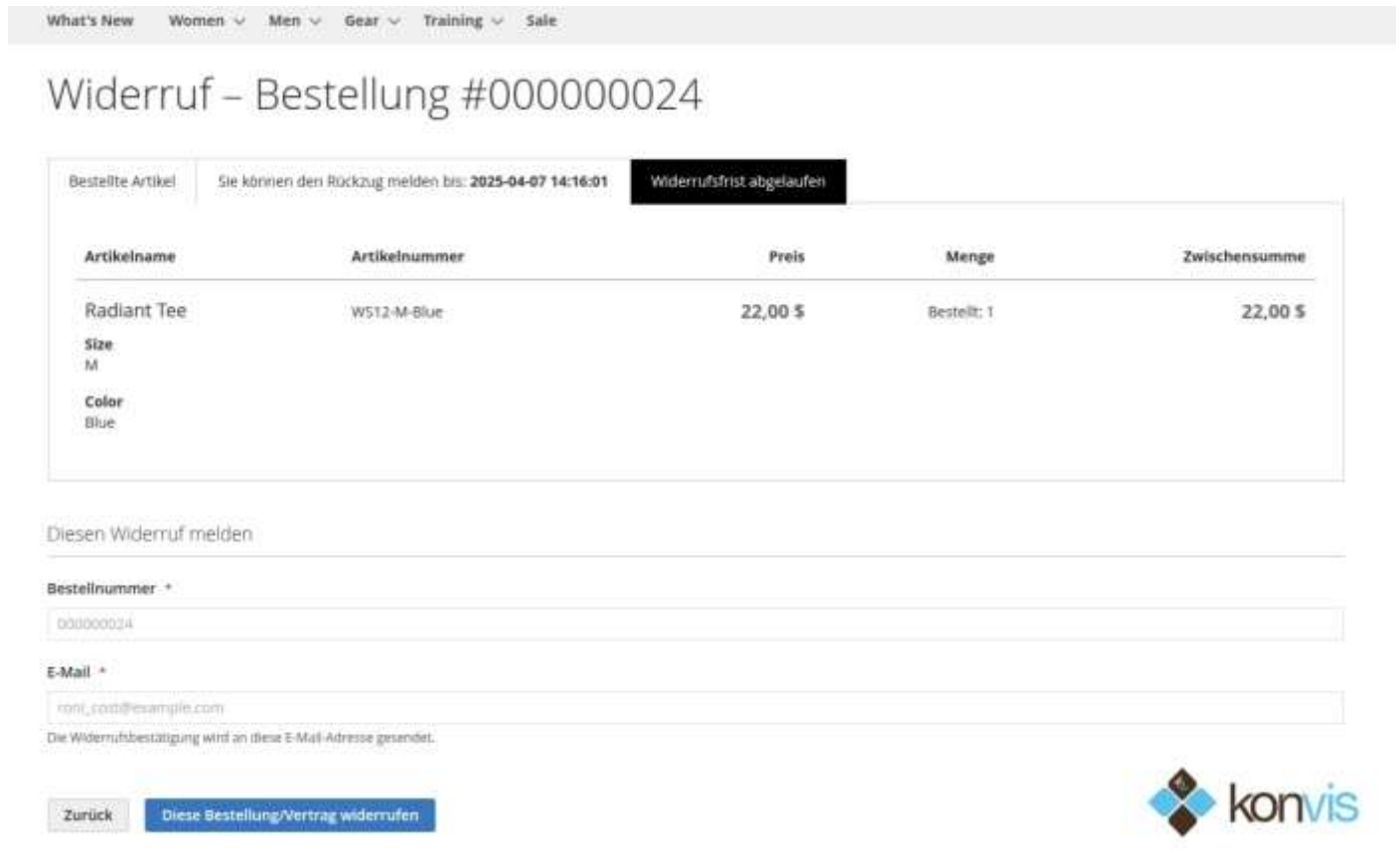
The screenshot shows the "Meine Bestellungen" (My Orders) page in the LUMA myAccount area. At the top left is the LUMA logo. To the right is a search bar with the text "Gesamten Shop hier durch:" and a shopping cart icon. Below the logo is a navigation menu with items: "What's New", "Women", "Men", "Gear", "Training", and "Sale". A green success message states: "Der Widerruf wurde übermittelt." On the left is a sidebar menu with "Mein Konto" and "Meine Bestellungen" (selected). Under "Meine Bestellungen" are links for "Meine Produkte zum herunterladen", "Meine Wunschliste", "Adressbuch", "Kontoinformation", and "Gespeicherte Zahlungsarten". The main content area is titled "Meine Bestellungen" and contains a table with columns: "Bestellung #", "Datum", "Widerruf", "Bestellsumme", "Status", and "Aktion".

Bestellung #	Datum	Widerruf	Bestellsumme	Status	Aktion
00000025	26.03.25	Durchgeführt am: 2025-10-07 06:35:57	34,00 \$	Geschlossen	Bestellung ansehen Nachbestellen
00000024	24.03.25	Durchführen	38,82 \$	Verarbeitung	Bestellung ansehen Nachbestellen
00000023	07.03.25	Durchführen	163,40 \$	Verarbeitung	Bestellung ansehen Nachbestellen

The konvis logo is in the bottom right corner.

4.2 Confirm Withdrawal for a order

Both ways lead to a view of the order. This view shows the order details and allows you to click the final withdrawal button. This view shows if withdrawal is still inside the allowed timeframe or not. Due to maybe delivery delays etc. it does not block withdrawal if it is after X days (based on config value).



What's New Women Men Gear Training Sale

Widerruf - Bestellung #000000024

Bestellte Artikel Sie können den Rückzug melden bis: **2025-04-07 14:16:01** **Widerrufsfrist abgelaufen**

Artikelname	Artikelnummer	Preis	Menge	Zwischensumme
Radiant Tee Size M Color Blue	W512-M-Blue	22,00 \$	Bestellt: 1	22,00 \$


Diesen Widerruf melden

Bestellnummer *
000000024

E-Mail *
roni_cosi@esample.com

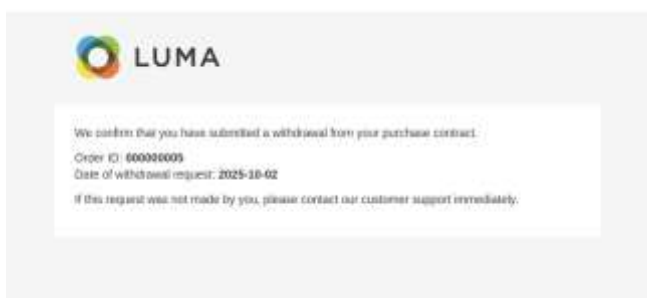
Die Widerrufsbestätigung wird an diese E-Mail-Adresse gesendet.

[Zurück](#) [Diese Bestellung/Vertrag widerrufen](#)



4.3 Confirmation mail for withdrawal request

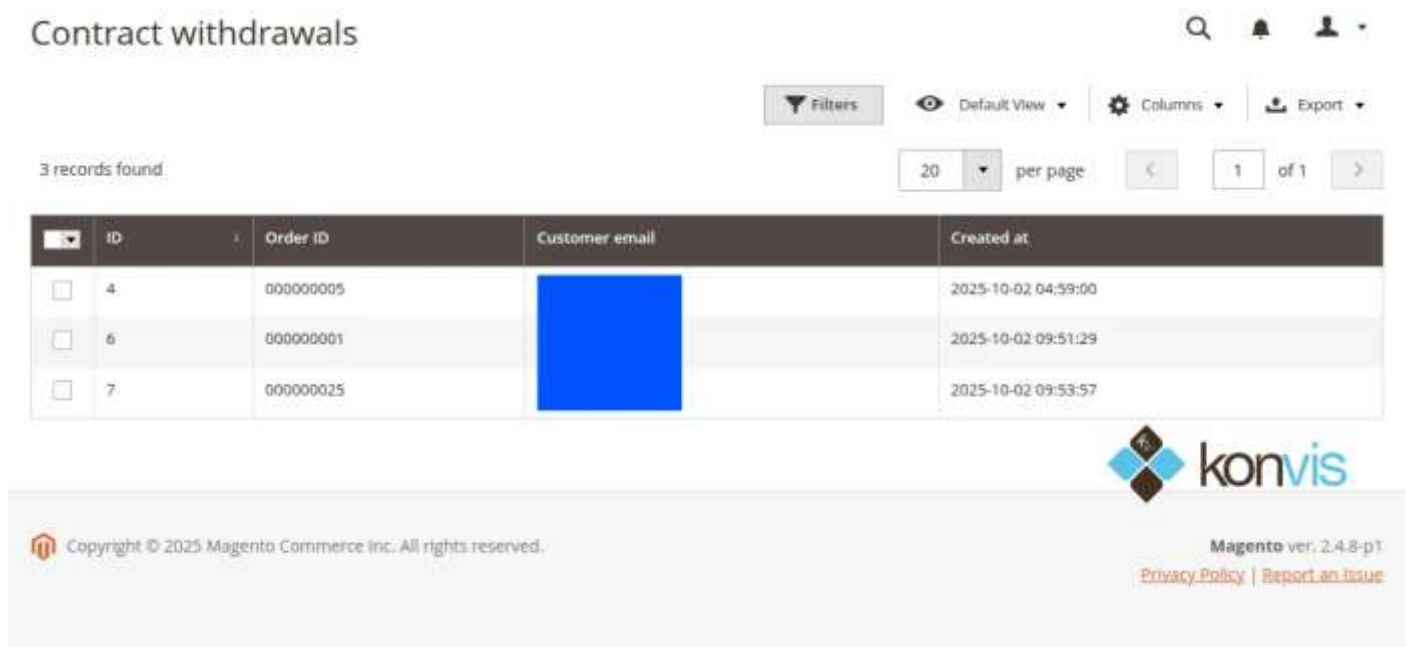
After withdrawal request was submitted the client and the store owner gets a mail as confirmation/notification. The default Mail looks like this. Inside the config can be found/selected which mail template should be used. The mail template of course needs to be adjusted to the own needs.



4.4 View submitted withdrawals

Inside Adminarea is a listing which shows all withdrawals. It can be found inside of Admin->Sales->Right of withdrawal -> Listing.

In this Listing you see all withdrawals incl. created at, Order ID and the Customer's email address.



Contract withdrawals

3 records found

<input type="checkbox"/>	ID	Order ID	Customer email	Created at
<input type="checkbox"/>	4	000000005	[Redacted]	2025-10-02 04:59:00
<input type="checkbox"/>	6	000000001	[Redacted]	2025-10-02 09:51:29
<input type="checkbox"/>	7	000000025	[Redacted]	2025-10-02 09:53:57

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5. Known issues

1. Confirmation mail was not sent

Confirmation mails are sent using Magento's cron jobs. Please ensure that your cron jobs are set up and running properly.

2. Button is not shown in order view

The button is added using a layout XML update. If you are using a custom theme, please ensure that your theme does not override the relevant layout file. You may need to merge the layout XML manually into your theme.

The file to check is: `Konvis/RightOfWithdrawal/view/frontend/layout/sales_order_history.xml`.

6. Error codes – Shown in Frontend to the user

| Error Code | Condition

|-----|-----

- | E-001 | Email address format is invalid
- | E-002 | Email does not match the logged-in customer's email
- | E-003 | Order does not belong to the logged-in customer
- | E-004 | Order with the given increment ID does not exist
- | E-005 | Order does not belong to the logged-in customer, but in registration validator
- | E-006 | A withdrawal contract already exists for the given order

You need additional functions or found a bug / possible improvements?

Please contact us via Mail martin.steudter@konvis.de to help improve the extension. If you found a bug please provide detailed information how to reproduce.