



ACTIVE ECOMMERCE REFUND ADD-ON DOCUMENTATION

An Add-on for **Active eCommerce CMS**



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Author : Active IT zone

Software Framework : Laravel

Provided by : Codecanyon



#1 MULTIVENDOR ECOMMERCE
PHP SCRIPT ON UNIVERSE



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T E A M O F B O R D E R L E S S P R O S P E C T



ABOUT THE REFUND ADD-ON

The Active eCommerce Refund Add-on is an essential tool for Active eCommerce CMS, allowing customers to easily request refunds for purchased products. It provides a structured workflow for admins and sellers to review, approve, and manage refund requests efficiently. By streamlining the refund process, this add-on helps enhance customer satisfaction and build trust in your platform.

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1. Install The Refund Add-on

To install the refund Addon, follow these detailed steps:

- **Step 1: Prerequisite**

Before proceeding, ensure that Active eCommerce CMS is already installed and running on your server. The Preorder Addon works as an extension and requires the CMS to function.

- **Step 2: Purchase & Download**

Purchase the Active eCommerce Refund Addon from the official marketplace or provider. After completing the purchase, download the addon file, which will be in a zipped format.

- **Step 3: Access the Admin Panel**

Log in to the admin panel of your Active eCommerce CMS using your administrator credentials. Navigate to the Addon Manager section in the admin dashboard.

- **Step 4: Install the Addon**

Inside the Addon Manager, click on the Install New Addon button.

- A file upload window will appear. Click on Choose File and select the downloaded zip file from your system.
- Enter the purchase code of Active eCommerce CMS & Active eCommerce Refund Add-on.
- Click on the Install button to begin the installation process.
- Once the installation is complete, a success message will confirm that the addon has been installed.

- **Step 5: Locate the Refund System**

After successful installation, you will find the Refund Menu added to the left sidebar of your admin panel.

- **Step 6: Ready to Use**

The Refund Addon is now installed and fully operational. You can begin configuring refund settings and managing customer refund requests seamlessly.

2. Refund Add-on Features

2.1 Admin Panel Overview

- **Refund Requests:**

Displays the total number of refund requests submitted by customers, with options to view refund details, process refunds to the wallet or offline.

All Refunds						
Admin Refunds						
Seller Refunds						
Pending						
Approved						
Rejected						
Wallet						
Offline						
Search Request ...						
#	ORDER CODE:	PRODUCT	REFUND AMOUNT	APPROVAL STATUS	PAYMENT STATUS	OPTIONS
1	20260208-10010645 Mr. Admin	 Fleck Splash Round Kitchen Mat	\$5.43	Seller N/A Admin Pending	Offline Non-Paid	⋮
2	20260208-10010645 Mr. Admin	 2 Piece Wellness Anti-Fatigue Mat Set	\$5.32	Seller N/A Admin Pending	Wallet Non-Paid	⋮
3	20260208-10010716 Mr. Seller	 Self Design, Embellished, Embroidered Satin Blend, Net...	\$15.30	Seller Approved Admin Pending	Offline Non-Paid	⋮
4	20260208-10010716 Mr. Seller	 VredeVogel Women's Cotton Silk Blend Straight Kurta with Trous...	\$12.23	Seller Pending Admin Pending	Offline Non-Paid	⋮
5	20260208-10010716 Mr. Seller	 AirPods Max	\$21.32	Seller Rejected Admin Pending	Wallet Non-Paid	⋮

Figure 1: Admin All Refund Requests

- **Dispute Refund Requests:**

Displays the total number of dispute refund requests submitted, with options to view dispute refund details and approve or reject each request to wallet or offline.

All Dispute Refund Requests						
Admin Dispute Refunds						
Seller Dispute Refunds						
Pending						
Approved						
Rejected						
Wallet						
Offline						
Search Request ...						
#	REFUND CODE	PRODUCT	REFUND AMOUNT	APPROVAL STATUS	PAYMENT STATUS	OPTIONS
1	20260416-16285153 Mr. Seller	 AirPods Max	\$21.32	Rejected	Offline Non-Paid	⋮
2	20260416-16283344 Mr. Seller	 AirPods Max	\$21.32	Rejected	Offline Non-Paid	⋮
3	20260416-16280779 Mr. Seller	 AirPods Max	\$21.32	Approved	Offline Paid	⋮
4	20260416-16273185 Mr. Seller	 Self Design, Embellished, Embroidered...	\$15.30	Rejected	Wallet Non-Paid	⋮
5	20260416-16271455 Mr. Seller	 Self Design, Embellished, Embroidered...	\$15.30	Approved	Wallet Paid	⋮
6	20260416-16132556 Mr. Seller	 VredeVogel Women's Cotton Silk Blend...	\$12.23	Approved	Wallet Paid	⋮

Figure 2: Admin All Dispute Refund Requests

- **Refund Configuration:**

Allows admins to configure refund types (Global, Category wise), control seller refund permissions, set refund and dispute refund time limits, manage preset reasons, and upload the refund sticker.

- **Refund Reasons:**

Displays all preset refund reasons for customers and preset rejection reasons for admin/sellers, and also allows the creation of new preset reasons.

- **Category Based Refund:**

Displays and manages refund rules based on product categories.

2.2 Seller Panel Overview

- **Refund Configuration:**

Sellers can only view the Refund Type (Global or Category Based) set by the admin. Sellers can also see the number of days allowed for refund requests. Sellers cannot change these settings, they are controlled by the admin.

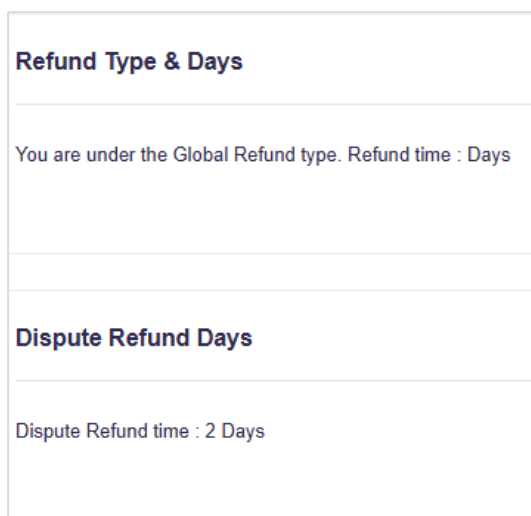


Figure 4: Seller Panel Global Refund

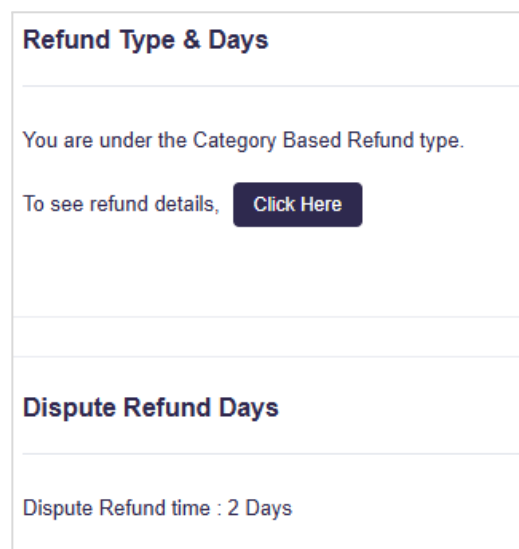


Figure 5: Seller Panel Category Based Refund

- **Received Refund Request:**

Displays the total number of refund requests submitted by customers for the seller's

products, with options to view refund details, process refunds to the wallet or offline (if permitted), and view payment details.

All Refund Requests							
All Refunds Pending Approved Rejected Wallet Offline							
Search Request ...							
#	REFUND CODE	PRODUCT	REFUND AMOUNT	APPROVAL STATUS		PAYMENT STATUS	OPTIONS
1	20260416-16285153 Mr. Seller	AirPods Max	\$21.32	Seller Admin	Rejected Rejected	Offline Non-Paid	⋮
2	20260416-16283344 Mr. Seller	AirPods Max	\$21.32	Seller Admin	Rejected Rejected	Offline Non-Paid	⋮
3	20260416-16280779 Mr. Seller	AirPods Max	\$21.32	Seller Admin	Rejected Approved	Offline Non-Paid	⋮
4	20260416-16273185 Mr. Seller	Self Design, Embellished, Embroidered Satin Blend, Net Semi Stitched Flared...	\$15.30	Seller Admin	Rejected Rejected	Wallet Non-Paid	⋮
5	20260416-16271455 Mr. Seller	Self Design, Embellished, Embroidered Satin Blend, Net Semi Stitched Flared...	\$15.30	Seller Admin	Rejected Approved	Wallet Non-Paid	⋮
6	20260416-16252555 Mr. Seller	AirPods Max	\$21.32	Seller Admin	Approved Pending	Offline Paid	⋮

Figure 6: Seller All Refund Requests

2.3 Customer Panel Overview

- Refund Requests:**

In the Refund Requests section of the customer panel, customers can see all their submitted refund requests.

- Each request shows its status—approved, rejected, or pending.
- If rejected, the rejection reason from the admin or seller is also displayed in this section.

#	Date	Code	Product	Amount	Status
01	20-08-2025	20250820-10264247	AirPods Max	\$12.00	Approved
02	20-08-2025	20250820-10063986	Fleck Splash Round Kitchen Mat	\$5.32	Pending
03	20-08-2025	20250820-09463461	Fleck Splash Round Kitchen Mat	\$5.32	Rejected

Figure 7: Customer Panel Applied Refund Requests

3. Refund Configuration

3.1 Refund Configuration

To enable refunds for customers, the refund system must be configured via **Admin Panel** → **Refunds** → **Refund Configuration** page.

- **Refund Management**

This section allows the admin to control whether sellers have direct permission to process refunds or whether refunds are managed exclusively by the admin.

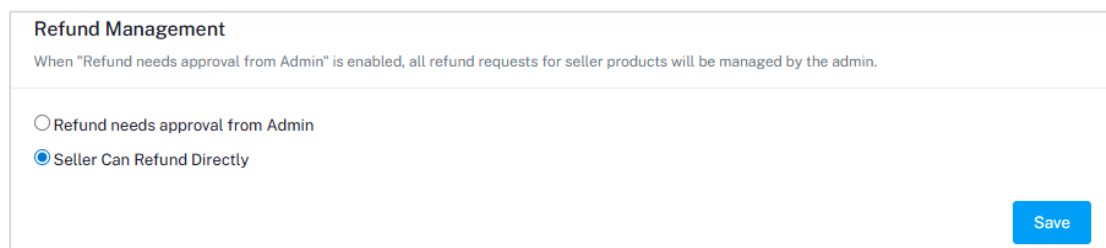
→ **Refund needs approval from Admin**

The admin can enable this option to keep full control over the refund process and manage all refund decisions for both admin and seller products directly.

→ **Seller Can Refund Directly**

Admin can permit sellers to directly process refunds for their own products from their panel.

[For this operation, the Seller Product Managed by Admin feature must be disabled from the Feature Activation page.]



Refund Management

When "Refund needs approval from Admin" is enabled, all refund requests for seller products will be managed by the admin.

☐ Refund needs approval from Admin

☒ Seller Can Refund Directly

[Save](#)

Figure 7: Refund Management Configuration from Admin Panel

- **Refund Type**

Admin Selects the required refund type for the system

→ **Global Refund**

A single refund time applies to all products in the store. Admin can set this one refund time for every product.

→ **Category Based Refund**

Different refund times can be set for specific product categories. Admin can configure refund time separately for each category.

[Changing the refund type will make existing refundable products non-refundable. The refund option must be enabled again.]

Refund Type

☒ Global Refund

☐ Category Based Refund

Save

Figure 8: Select Refund Type

- **Refund Time**

- **Set Refund Time for Global Refund**

Set the refund period from the Global Refund Time settings.

Set Refund Time

Set Time for sending Refund Request

5

Days

Save

Figure 9: Set Global Refund Time

- **Set Refund Time for Category Based Refund**

Set the refund period from clicking the 'here' link in the note section which redirects to the All Categories page where refund times can be configured. Alternatively, admin can also set it directly from the Category-Based Refund page.

[Setting a refund time for a category will apply the same refund period to all its sub-categories. Refund periods for sub-categories can still be set individually.]

Set Category Wise Product Refund

Categories							Type name & Enter
#	Icon	Name	Parent Category	In-house Products	Seller Products	Refund Request Time(Days)	Action
1		Women Clothing & Fashion	—	10	19	1	<button>Set</button>
2		Men Clothing & Fashion	—	5	12	Days	<button>Set</button>
3		Computer & Accessories	—	7	41	Days	<button>Set</button>
4		Automobile & Motorcycle	—	2	18	Days	<button>Set</button>
5		Kids & toy	—	4	16	Days	<button>Set</button>
6		Sports & outdoor	—	3	2	Days	<button>Set</button>
7		Jewelry & Watches	—	6	0	Days	<button>Set</button>
8		Cellphones & Tabs	—	10	0	Days	<button>Set</button>
9		Beauty, Health & Hair	—	3	0	Days	<button>Set</button>

Figure 10: Set Category Based Refund Time

- **Dispute Refund**

The admin can enable or disable this option based on system requirements.

- Enable this option if customers should be allowed to resubmit a refund request after it has been rejected.
- Disable this option if customers should not be allowed to resubmit a refund request after it has been rejected.

- **Set Dispute Refund Time**

If the dispute refund option is enabled, set a dispute refund time limit. After this time period, customers will no longer be able to submit a dispute refund request.

Dispute Refund Option

If "Dispute Refund Option" is enabled, you can set the dispute refund time limit

☒
Enable Dispute

Set Dispute Refund Time

When "Dispute Refund Option" is enabled, you can set the dispute refund time limit here

Set Time for sending Dispute Refund Request

Days

Days

Save

Figure 11: Dispute Refund Configuration from Admin Panel

- **Customer Preset Refund Reason**

These refund reasons will be visible to customers.

→ **Add new Reason:**

- Click on the Add New button, and it will display a field to write the reason.
- Write the reason and press enter

- **Admin/Seller Preset Reject Refund Reason**

These refund reasons will be visible to the admin/seller.

→ **Add new Reason:**

- Click on the Add New button, and it will display a field to write the reason.
- Write the reason and press enter

[Admin can also manage customer and admin/seller preset reasons directly from the Refunds → Refund Reasons page, including add, edit, and delete options.]

Customer Preset Refund Reason
These refund reasons will be visible to customer.

It's quality is bad

Purchased by mistake

noo need

+ Add New Reason

Figure 12: Add new Refund Reason for Customers

Admin/Seller Preset Reject Refund Reason
These refund reasons will be visible to admin/seller.

It is all ok

The product is as described, and no valid issue has been found.

no refund

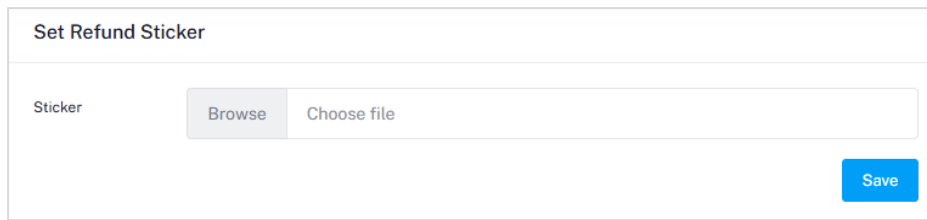
+ Add New Reason

Figure 13: Add new Refund Reject Reason for Admin/Seller

- **Refund Sticker**

→ **Upload Refund Sticker:**

Admin can upload a custom sticker that will be displayed on refundable product pages. Stickers help customers easily identify refundable products.



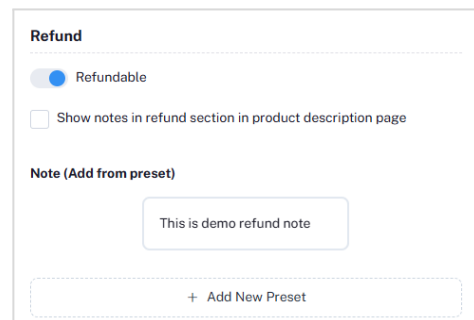
The 'Set Refund Sticker' form features a title bar at the top. Below it, on the left, is a label 'Sticker'. To its right is a file selection interface with a 'Browse' button and a text input field labeled 'Choose file'. A blue 'Save' button is positioned in the bottom right corner of the form.

Figure 14: Refund Sticker

3.2 Refundable Products Settings

- **Enable Refund Option**

- If the refund type is Global, the refundable option can be enabled or disabled for each individual product.
- If the refund type is Category-Based, the option can only be enabled for products in categories with refunds configured. Otherwise, it will be disabled and cannot be enabled.



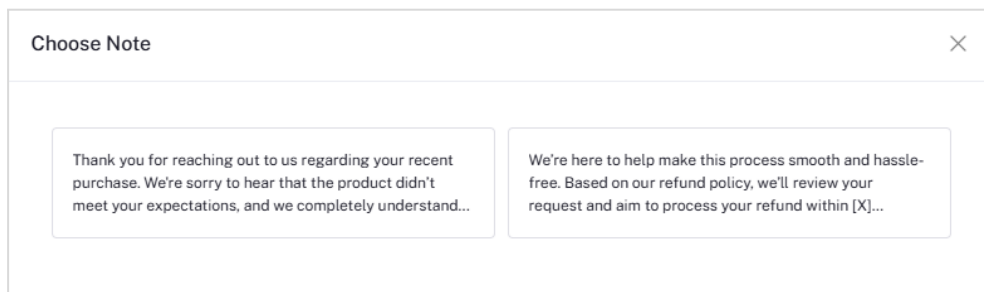
The 'Refund' settings panel includes a 'Refundable' toggle switch which is currently turned on. Below this is a checkbox labeled 'Show notes in refund section in product description page'. A section titled 'Note (Add from preset)' contains a text box with the placeholder 'This is demo refund note' and a '+ Add New Preset' button at the bottom.

Figure 15: Refundable Option for Product

- **Attach Refund Note**

- Select from previously created notes to provide additional information to customers.

[Notes must be created in the Notes section of the Admin Panel before they can be selected here.]



The 'Choose Note' dialog box displays two selectable note templates. The first note reads: 'Thank you for reaching out to us regarding your recent purchase. We're sorry to hear that the product didn't meet your expectations, and we completely understand...'. The second note reads: 'We're here to help make this process smooth and hassle-free. Based on our refund policy, we'll review your request and aim to process your refund within [X]...'. A close button (X) is located in the top right corner.

Figure 14: Select a Refund Note for Product

4. Purchase Refundable Products

4.1 Product Page

- **Refund Sticker**

- Refundable products are marked with a Refund Sticker on their product details page. The sticker helps customers easily identify which products are eligible for refunds.

- **Refund Policy and Note**

- The refund note and return policy is also displayed in this page, clicking on the note will display the note and clicking on the policy will redirect to the return policy page.

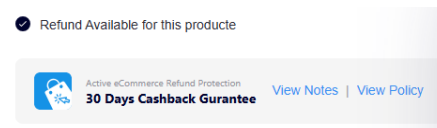


Figure 16: Refund Sticker, Note, Privacy Policy in Product Page

4.2 Refundable Product Purchase

- **Order Place**

- Customers can place orders for refundable products like any other product in the store

- **Refund Availability**

- Once the product is delivered, the Send Refund option in customer order details becomes visible within the allowed refund time. The refund period starts from the time the product is delivered.

5. Send Refund Request

Customers can request a refund for delivered products from their Purchase History. Navigate to the Purchase History page, find the product, click **Options** → **View**, and then click **Send** button to open the refund page. Refunds can be requested through two channels: Wallet, Offline Payment.

- **Send Refund Request**

- **Reason:** Customers need to select a preset reason from the dropdown. They can also choose the "Others" option from the dropdown and enter a custom reason.
- **Image:** Customers can also upload images of the product if needed.

→ **Payment Channel:** Refunds can be requested through two channels: Wallet, Offline Payment. Customers must select a payment channel according to their choice.

[Refund time starts after the product delivery and once the set time is over, customers can no longer submit refund requests.]

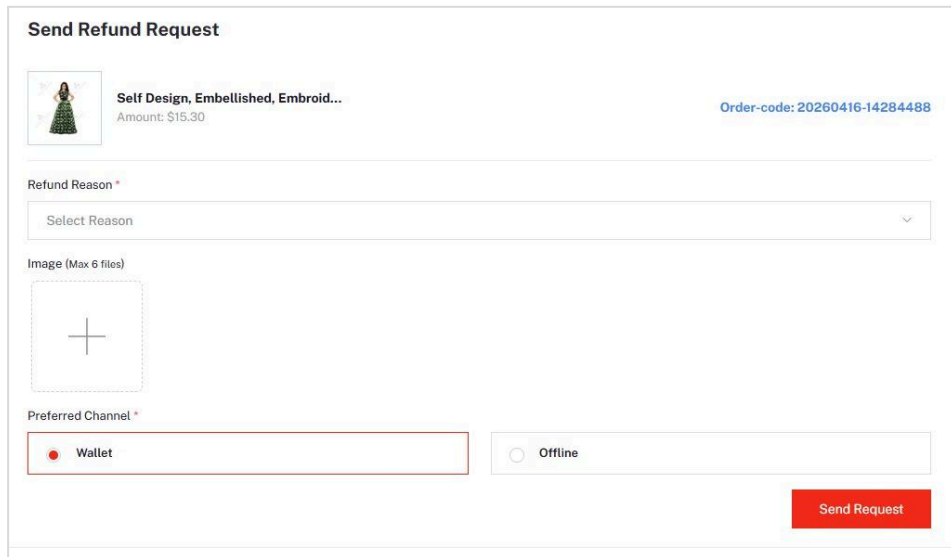


Figure 17: Refund Submission Form

- **Send Dispute Refund Request**

When a request is rejected, the customer can submit a refund request again for the same product from the All Refund Requests page

- Customers need to click on the Rejected status of the request, which will open a side modal.
- This modal displays the admin/seller rejection reason. From there, customers can initiate a dispute by clicking the Dispute Now option and agreeing to the terms and conditions.
- This will open the refund form, select the dispute refund reason with any images and submit the form.

[In a dispute refund, no payment option needs to be selected. The dispute refund request is sent using the same payment method used in the original transaction.]

Figure 18: Dispute Refund Submission Form

5.1 Refund via wallet

In this system the refund amount will be adjusted with the wallet amount.

To receive the refund with the wallet:

- **Fill up the form and Submit:**
 - Enter the refund reason and upload a supporting image if required.
 - Select Wallet as the payment channel.
 - Click Submit to send the refund request.

5.2 Refund via Offline Payment

admin must first create the Offline payout methods from admin to display it on the customer side.

[This feature depends on the Active eCommerce CMS Offline Payment Gateway Addon, and admins must have Offline Addon version 1.8 installed.]

[The payout method creation process is defined within the Active eCommerce CMS Offline Addon.]

Customers then have to provide their offline payment details from the **Manage Profile page**.

- **Customer Payment Information Setup**
 - Click **"Add New Payment Information"** below the address section
 - A side modal will appear
 - Select the payment type (Bank Transfer / Others)

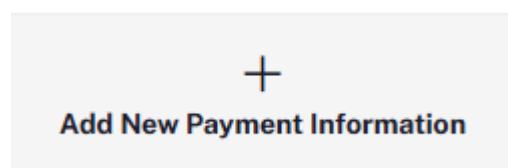


Figure 19: Add new payment information

- Available options will be shown based on admin-created methods
- If the type is bank transfer customer has to fill up the following details:
 - Choose a bank from the admin-created list or select Others to manually enter the bank name
 - Enter account name and account number
 - Provide payment instructions
 - Save the information
- If the type is others customer has to fill up the following details:
 - Write the name of the payment method
 - Write the payment instruction
 - Save the information

The screenshot shows a modal window titled "Add Payment Information!". The "Type" dropdown is set to "Bank Transfer". Below it, the "Bank Name" dropdown is set to "Select Payment Method". There are three text input fields for "Account Name", "Account Number", and "Routing Number".

Figure 20: Add Bank Transfer information

The screenshot shows a modal window titled "Add Payment Information!". The "Type" dropdown is set to "Others". Below it, the "Name" dropdown is set to "Select Payment Method". There is a large text area for "Payment Instructions".

Figure 21: Add 'Others' payment information

Now, Customers can select these payment methods when submitting an **offline refund request**.

- **Fill up the form**

- Enter the refund reason and upload the supporting image.
- Select Offline as the payment channel.

Figure 22: Select Offline as Payment Channel

6. Manage Refund Requests

6.1 In - House Products

- **View Refund Details**

- Admin can view the refund reason, from **Refund Requests** → option → **View Refund Details** from the admin panel. And this will open a side modal and show the details along with any picture uploaded by the customer.
- Based on this, the admin can decide whether to refund or reject the request.

Figure 23: View Reason

- **Approve Refund**

Administrators can manage all refund requests from the **Refund Requests page** in the Admin Panel. For each request, the admin can see the payment channel used by the customer (Wallet or Offline) under the **payment status**.

- **Wallet Refund**

If the refund was requested via Wallet and the admin finds the reason valid, admin can the **Refund** from from the same side modal

→ Once approved, the refund amount will be automatically credited to the customer's wallet balance.

→ **Offline Refund**

- If the refund was requested via an Offline payment method, the payment channel will be displayed under the payment status. If the admin wants to approve the request, they can click **Refund by Offline** from the same side modal.
- Selecting Refund via offline will open a field to insert the transaction number and proof, Admin needs to fill up these and confirm.

→ Customers can also view the approved status of their refund requests directly from the Refund Requests page in the customer panel.

● **Reject Refund**

- If the admin does not find the reason valid or acceptable, he can click on the Reject from the side modal.
- Write the reason to reject the refund request and submit it. And the request will be rejected
- the request will be closed and no amount will be added to the customer's wallet balance or offline payment
- Customers can view the rejected status of their refund requests directly from the Refund Requests page in the customer panel and also view the rejected reason.

● **Dispute Refund**

Once a dispute refund request is submitted, the request is forwarded to the admin for further review and final decision for both the admin and seller products.. The admin can then evaluate the request and either approve or reject the refund based on the provided details from the **Dispute Refund Request page**.

- Admin can review the dispute refund details including customer refund and dispute refund reasons and also the admin/seller previous reject reason from the same side modal
- After reviewing this, the admin can either approve or reject the dispute in the same way as a refund request.

6.2 Seller Products

Refund requests for seller products are sent to both the admin and seller panels. The seller first reviews the request and either approves or rejects it. After that, the admin takes the final action by approving or rejecting the request.

- **View Refund Details**

- Both admin and sellers can view refund details, including any images uploaded by the customer, from **Received Refund Request Page** → **Options** → **View Refund Details**. This section displays complete refund information such as the customer's refund reason, uploaded images, refund ID, and payment personnel.

- **Approve Refund**

- If the seller has permission to directly process refunds, they can approve and give the refund to the customer from **options** → **View Refund Details** side modal.
- If the seller does not have this permission, they can only approve the refund request, and the refund will be processed by the admin.
- The seller's approval will be displayed in the admin panel, and the admin can send the refund amount through the customer's preferred payment method (wallet or offline payment).
- Customers can view the approved status of their refund requests directly from the Refund Requests page in the customer panel.

- **Reject Refund**

- If the seller has permission to directly process refunds, they can reject the refund directly with a reason from **options** → **View Refund Details** side modal.
- If the seller does not have this permission, they can only reject the refund request, and the refund will be processed by the admin.
- The admin can view the rejected status along with the seller's rejection reason, and can also reject refund requests by providing a reason.
- Customers can view the rejected status and the admin's rejection reason for their refund requests directly from the Refund Requests page in the customer panel.

[If a dispute refund request is submitted for seller products, it will be sent directly to the admin for review. The admin can then take a decision to approve or reject the request.]

All Refunds Pending Approved Rejected Search Request ...								
#	ORDER CODE:	PRODUCT	REFUND AMOUNT	SELLER APPROVAL	ADMIN APPROVAL	REASON	PAYMENT STATUS	REJECT
1	20260208-10010716 Mr. Seller	 Self Design, Embellished, Embroidered Satin Blend, Net...	\$15.30	☒	Pending	Show	Non-Paid	Reject
2	20260208-10010716 Mr. Seller	 VredeVogel Women's Cotton Silk Blend Straight Kurta with Trowse...	\$12.23	☐	Pending	Show	Non-Paid	Reject
3	20260208-10010716 Mr. Seller	 AirPods Max	\$21.32	Rejected	Pending	Show	Non-Paid	Reject

Figure 24: Refund Requests page in seller panel

THANK YOU