



Configuration Guide

Withdrawal Button for Magento 2

Here's where you'll find all the settings for the [Withdrawal Button](#) for Magento 2. This guide explains what each option does and when you'd want to change it. We've organized it by section, matching the layout in the Magento admin panel under Stores → Configuration → Magmodules → Withdrawal Button. Whether you're fine-tuning eligibility rules or setting up automatic processing, this is the reference you need.

Complete reference for all Withdrawal Button configuration options.

Location: Stores → Configuration → Magmodules → Withdrawal Button

General

Enabled

Activates the withdrawal functionality on your storefront. When disabled, all withdrawal entry points (buttons, links, guest page) are hidden and the module won't process any requests.

Withdrawal Settings

After-action Mode

Controls what happens after a customer confirms a withdrawal.

- **Registration Only** — The withdrawal is logged and the customer receives a confirmation email. You handle the actual cancellation or refund manually. This is the safest option and a good starting point.
- **Semi-automatic** — Same as Registration Only, plus admin users receive an email notification with a direct link to the withdrawal in the admin panel. Useful when you want to review each case but don't want to check the grid manually.
- **Full Automatic** — The module processes the withdrawal immediately. Unshipped orders are automatically canceled. Shipped orders get an offline credit memo. If neither action is possible (e.g. partially shipped), it falls back to registration only.

Recommended:

- Start with **Registration Only** while getting familiar with the module
- Move to **Semi-automatic** once your team is comfortable with the workflow
- Use **Full Automatic** only when you're confident the automated actions match your refund process

Withdrawal Period (days)

The number of days a customer has to withdraw from an order. The EU standard is 14 days, but you can offer a longer period if your terms allow it. You cannot set this lower than what your local law requires.

Period Starts From

Determines when the withdrawal countdown begins.

- **Order Date** — From the moment the order was placed. Simplest and most common setup.
- **Shipment Date** — From the date the first shipment was created. Better for physical goods where the legal period typically starts at delivery.
- **Delivery Date** — From the actual delivery date. Requires a custom attribute or carrier integration to track delivery dates. Falls back to order date if no delivery date is available.

Recommended:

- **Order Date** for digital-first or simple stores
- **Shipment Date** for stores selling primarily physical goods

Excluded Product Types

Product types that are not eligible for withdrawal. Orders containing *only* excluded product types cannot be withdrawn. If an order contains a mix of excluded and non-excluded types, it remains eligible.

Virtual and downloadable products are excluded by default — this aligns with EU rules where digital goods delivered immediately typically aren't eligible for withdrawal.

Excluded Categories

Comma-separated category IDs. Products in these categories follow the same logic as excluded product types: an order is only ineligible if *all* items belong to excluded categories.

When to use: For product categories that are legally exempt from withdrawal rights, such as personalized goods, sealed hygiene products, or perishables.

Excluded SKUs

Specific SKUs to exclude from withdrawal eligibility. Enter one SKU per line or comma-separated. Same logic applies: the order is only ineligible when all items are excluded.

When to use: For individual products that are exempt, rather than entire categories or product types.

Email

Customer Confirmation Template

The email template sent to the customer after they confirm a withdrawal. Contains the reference code, timestamp, and order details. You can customize this template in **Marketing → Email Templates**.

Admin Notification Template

The email template sent to admin users when a withdrawal is submitted. Only used in Semi-automatic and Full Automatic modes. Includes a direct link to the withdrawal in the admin panel.

Admin Notification Recipients

Comma-separated email addresses that receive admin notifications. Only relevant when using Semi-automatic or Full Automatic mode.

When to use: Add your customer service team's email addresses here. Multiple addresses are supported.

Include Magic Link in Order Email

When enabled, adds a tokenized withdrawal URL to order confirmation emails. Customers can click this link to start a withdrawal without logging in. The token expires after the withdrawal period ends.

When to use: Keep this enabled for the best customer experience. It's the easiest way for customers to exercise their withdrawal right, which is exactly what the EU directive aims for.

Frontend

Enable Footer Link

Shows a "Withdraw from order" link in the storefront footer. This links to the guest withdrawal lookup page (`/withdrawal`).

Footer Link Text

The text displayed in the footer link. Only visible when the footer link is enabled.

Button Text

The text shown on the withdrawal button on the order detail page. Default: "Withdraw from this order". Customize this to match your store's tone or language.

Custom CSS Class

An optional CSS class added to all withdrawal buttons and links. Use this if you need to style the withdrawal elements differently from your theme's defaults.

Debug & Logging

Debug Mode

Enables detailed debug logging. When active, the module writes all withdrawal-related actions to `var/log/magmodules_withdrawal_button_debug.log`. Error-level events are always logged to the error log regardless of this setting.

When to use: Enable temporarily when troubleshooting issues. Disable in production to avoid unnecessary log growth.

Need More Help?

Documentation:

- [All Help Articles](#) - Complete documentation overview

Support:

- [Contact Support](#) - Get help from our team

For a complete overview of features and configuration options, see the Withdrawal Button extension on magmodules.eu

All articles for Withdrawal Button

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Configuration Guide (current)
2	Quick Start Guide

Troubleshooting

1	Troubleshooting
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Background

1	Best Practices
2	EU Regulations: Right of Withdrawal

