GURUCODERS · PRESTASHOP MODULE

EU Returns, Refunds & Right of Withdrawal

User manual

Consumer right of withdrawal + voluntary returns & refunds for PrestaShop, aligned with **Directive 2011/83/EU** (withdrawal function introduced by **Directive (EU) 2023/2673**). Customers request order withdrawals/returns from their account; merchants manage them from the back office with a full audit trail, SLA reminders and compliant transactional emails.

Compatibility

Item	Requirement
PrestaShop	1.7.x, 8.x, 9.x
PHP	7.2+ (tested on 8.1)
Stack	ObjectModel + Helpers + Smarty (no Symfony routes)

Architecture

Thin module entry point (`eulegalreturns.php`) that delegates to PSR-4 services under `src/`:

```
src/
├── Entity/      ObjectModel entities (Settings, Reason, Request, …)
├── Repository/  DbQuery-based data access (no raw SQL elsewhere)
├── Service/     Business logic (Eligibility, DeadlineCalculator, StatusMachine, …)
├── Mailer/      Transactional emails (async + retry)
├── Security/    CSRF nonces, rate limiting, guest tokens
├── Gdpr/        Deletion / export / anonymisation handlers
└── Install/     Installer + self-healing schema/hooks
```

A built-in PSR-4 autoloader (`src/autoload.php`) means the module works without running `composer install` (composer is only needed for the dev toolchain).

Database

Normalised schema (`eulr_*`): requests, **line items and audit trail in their own tables** (not JSON blobs), per-shop settings, reasons (multilang), per-product and per-group rules, per-country deadlines, cron log, digital-content consent.

Development

```
# sync to a running container and (re)install
./scripts/ps.sh sync 8 eulegalreturns
./scripts/ps.sh install-module 8 eulegalreturns

# static analysis / tests (inside container — host has no PHP)
docker exec prestashop-8 bash -c "cd /var/www/html/modules/eulegalreturns &&
vendor/bin/phpstan analyse"
```

Texts are English by default via `$this->l()` / `trans()`; translations are generated at the end of the project.