

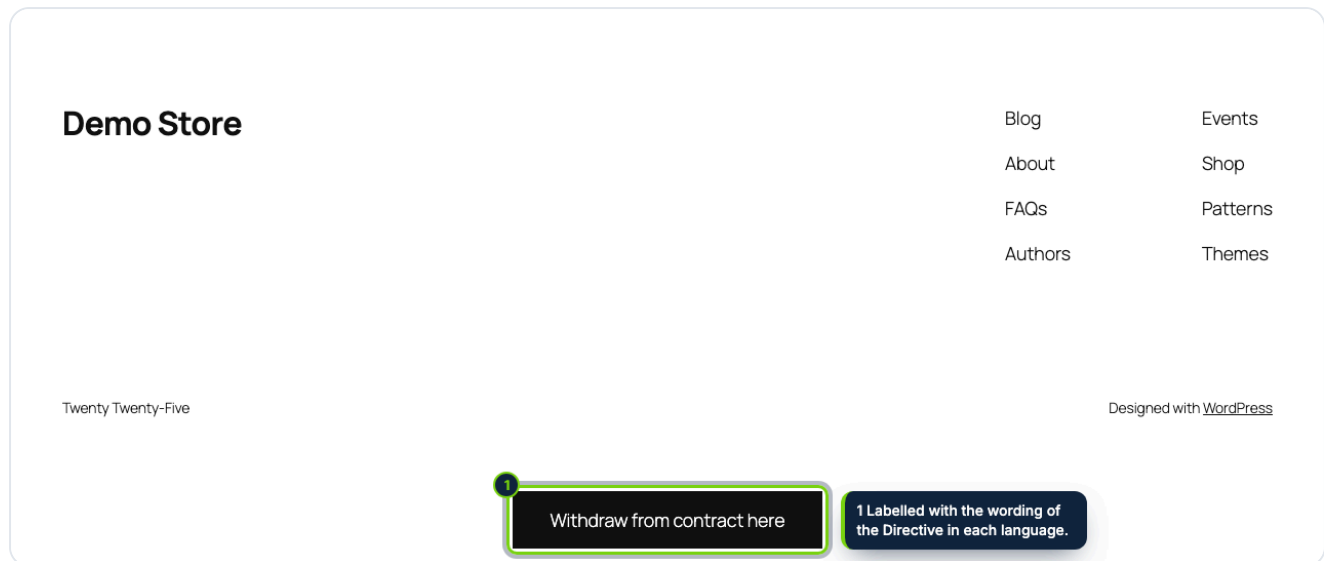


// woocommerce · user guide

Online Withdrawal Button

Version 1.0.0
ecom-addons.com

Online Withdrawal Button adds the online withdrawal function to your store: a **"Withdraw from contract here"** button, a two-step withdrawal statement with a **"Confirm withdrawal"** button, and an acknowledgement of receipt by email. Every statement lands in a list in your back office.



The withdrawal button, in the footer of every page of the store.

Requirements

Component	Version
WordPress	7.0 or later
WooCommerce	11.x
PHP	8.1 or later
Outgoing email	Working (test it with any SMTP plugin)

Installation

1. Download the latest version from **My account > Downloads** on ecom-addons.com.
2. In WordPress, go to **Plugins > Add New Plugin > Upload Plugin** and choose the zip file.

3. Click **Install Now** and then **Activate**. The plugin creates the **Withdraw from contract** page (with the `[ecom_withdrawal_form]` shortcode) and shows the button in the footer.

How it works for your customers

The button appears in the footer of every page (block themes: inside the footer template part; classic themes: at the end of the page) and, in **My account > Orders**, next to each order still within the withdrawal period. The page is created in the site language when the plugin is activated: you can rename it, translate it with your multilingual plugin or choose another page with the shortcode.

Step 1. The customer gives their name, email address and order number, and can add a comment (for example, which products they return). Signed-in customers find their name and email filled in; coming from an order, the order number is filled in too. Guests do not need an account.

Withdraw from contract

Use this form to withdraw from a purchase made in our store. You will check your details on the next step, and we will send you an acknowledgement of receipt by email.

Full name (required)

Email address (required)

We will send the acknowledgement of receipt to this address.

Order number (required)

1

1 Prefilled when the customer comes from one of their orders.

You will find it in your order confirmation email.

Comment (optional)

Step 1: name, email and order number. Guests and signed-in customers alike.

Step 2. The customer checks the statement. Nothing is sent until they press **Confirm withdrawal**; **Edit** goes back to the form with the data kept.

Withdraw from contract

Check your withdrawal statement

I withdraw from my contract for the order below.

Name Ana García
Email ana.withdrawal@example.com
Order 71
Comment I am returning the shirt only.

Your withdrawal is only sent when you press the confirmation button.

1

Confirm withdrawal

Edit

1 Nothing is sent until this button is pressed.

Step 2: the customer checks the statement and confirms it.

Receipt. After confirming, the customer sees the acknowledgement on screen and receives it by email: receipt number, date and time of submission (store time zone), and the content of the statement. Reloading the page does not send the statement twice.

Withdraw from contract

Withdrawal received

We have received your withdrawal statement. We have sent the acknowledgement of receipt to ana.withdrawal@example.com.

1	Receipt number	W-000002	1 Receipt number and submission time in the store time zone.
	Date and time of submission	2026-10-23 00:27:40 (UTC+00:00)	
	Name	Ana García	
	Email	ana.withdrawal@example.com	
	Order	71	
	Comment	I am returning the shirt only.	

The acknowledgement of receipt, on screen and by email, with the date and time.

Processing withdrawals

Go to **WooCommerce > Withdrawals**. Each statement shows its receipt number, when it arrived, the customer, the order and the withdrawal period:

Withdrawals

Export CSV

Settings

Statements sent by your customers from the withdrawal page. [Open the withdrawal page](#)

All (2) | [To process](#) (2) | [Processed](#) (0)

Receipt	Received	Customer	Order	Withdrawal period	Comment	Status
W-000002	2026-10-23 00:27	Ana García ana.withdrawal@example.com	#71	Within the period Until 2026-11-04	I am returning the shirt only.	To process Mark as processed
W-000001	2026-10-23 00:27	Marc Dubois ana.withdrawal@example.com	#70	After the period Until 2026-10-12		To process Mark as processed

1 Deadline counted from the completion date.

WooCommerce > Withdrawals: every statement, its order and whether it arrived on time.

Period	Meaning
Within the period	The statement arrived before the deadline.
After the period	It arrived after the deadline: decide how to handle it.
Order not found: check it	No order with that reference and that email: contact the customer.

The deadline is counted from the day the order was marked **Completed** (or the order date if it never was), plus the days set in the settings (14 by default). The day it starts is not counted and a deadline falling on a Saturday or Sunday moves to the Monday, as in Regulation (EEC, Euratom) No 1182/71. Public holidays are not taken into account: extend the deadline yourself when one applies. Statements are always accepted, also late ones.

You receive an email for each new statement (reply to it to write to the customer). When the order is found, a note is added to it. Mark each statement as **processed** once you have handled the return and the refund, and use **Export CSV** to keep a copy or share it with your accountant.

Settings

Go to **WooCommerce > Settings > Advanced > Withdrawal**.

Setting	What it does
Withdrawal page	The page with the form. Created on activation; it is created again if it is deleted.
Footer button	Shows the button in the footer of every page. Turn it off only if your theme links the page in another prominent place.
Withdrawal period (days)	14 by default, at least 14. Used to flag late statements and to show the button on recent orders.
Notification email	Who receives the notice of each new statement. Empty: the site administrator email.

About Directive (EU) 2023/2673

Directive (EU) 2023/2673 adds article 11a to the Consumer Rights Directive 2011/83/EU. From **19 June 2026**, for distance contracts concluded through a website or app, consumers must be able to withdraw with a function labelled "withdraw from contract here" (or an equivalent), fill in or confirm their name, the contract and the email for the confirmation, confirm with a button labelled "confirm withdrawal", and receive an acknowledgement of receipt on a durable medium with the content and the date and time.

This addon implements that function. Your part: mention the function and where to find it in the information you give before the purchase (withdrawal section of your terms), and check the national law of the countries you sell to. This guide is not legal advice.

Data and uninstall

The addon stores the name, email, order reference and comment of each statement, as proof of the withdrawal. Deleting the plugin removes its settings, the page it created and the table of statements. Export the CSV first if you need to keep them.

For developers

The action `ecom_withdrawal_received` runs after each confirmed statement with the statement id, the statement object and the order (or `null`).

Languages

The addon is translated into English, Spanish and French, with the wording of the Directive in each language. The customer receives the acknowledgement in the language they used; the notice to you is sent in the store's default language.

Updates and support

Your licence includes every new version and 6 months of support. New versions are in **My account > Downloads**; for help, open a ticket in **My account > Support**.