

Documentation

Order delete by customer

Module-Factory

created with
Shop version 6.6.7.0 and
Pluginversion 6.06.00

(Deviations are possible if your shop or plugin version does not correspond to this)



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<https://module-factory.com>

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Generally

About Us

Bul Hinsche GmbH, a pioneer in e-commerce since 2006, stands out as a reliable partner with almost two decades of success. Our dedicated team, driven by expertise and creativity, always delivers exceptional solutions. With a customer and solution-focused approach, we exceed expectations and provide outstanding service. Are you discovering the transformative experience of working with a team that is truly committed to your success?

Our expertise

In the dynamic digital landscape, we are leaders in improving online stores. Our comprehensive consulting services cover various aspects of your Shopware-based web shop. With over 18 years of experience, the

Bul Hinsche GmbH is a trustworthy agency that has specialised in Shopware solutions since 2011. As a certified agency, we offer you tailor-made support and develop individual plugins for your needs.

Numerous projects and certifications underline our success as experts in the field of e-commerce. No matter whether you are a startup or a company, our commitment to your satisfaction remains unwavering. Our goal is to not only meet but exceed your expectations and provide you with a seamless and scalable eCommerce solution.

If you enter into a partnership with Bul Hinsche GmbH, you will benefit from a comprehensive e-commerce experience where your success is our priority.

Support

Although our goal is to provide bug-free plugins, perfection is not always achievable. Bul Hinsche GmbH would like to help you as best as possible if problems should arise. Basically, plugin support is available to you free of charge if both your plugin and your shop are up to date and unchanged and the problem is caused by the plugin.

However, we have a request - please check the problem beforehand by deactivating all other plugins in the respective shop and using the default theme. In individual cases, costs may

arise. We point this out before we start our work. Therefore there are no unpleasant surprises.

Rest assured, our goal is to help you overcome challenges seamlessly. Don't hesitate to reach out and let us ensure your eCommerce experience remains smooth and successful.

Plugin trial version

You can test our plugins free of charge and comprehensively for 30 days. This trial period includes no restrictions and gives you the opportunity to thoroughly explore and evaluate the features. We recommend that you take advantage of the trial period to ensure that the plugin seamlessly matches your needs before deciding to purchase or subscribe. Rest assured that our support will be available during the entire trial period under the stated conditions. We provide support to ensure a smooth and satisfactory experience with our plugins.

The plugin

The plugin 'Let the customer delete orders' gives your customers complete control over their order history, improving their privacy and satisfaction. Registered users can easily delete their orders from their account, keeping their personal data safe and allowing them to actively manage it. This feature is perfect for customers who value their privacy.

Shop owners have the flexibility to set the number of days and order status before an order can be cancelled, allowing them to balance customer needs with business operations. It is important that deletions only take place in the shop system in order to maintain data integrity in external systems, such as inventory management or ERP solutions. Order documents are not deleted. To ensure that orders are not deleted unintentionally, a confirmation pop-up has also been added where the customer has to confirm the deletion again. This plugin not only improves the customer experience by prioritising privacy, but also increases the trust and reliability of your online shop.

Please note that it is the shop owner's responsibility to ensure the legal compliance of this feature within their jurisdiction.

Empower your customers with greater privacy and control, and elevate your shop's reputation with the "Order delete by customer" plugin today!

Requirements

For this plugin you generally need at least Shopware 6.6.7.0.

Links that will help

- [Install plugin](#)

Plugin configuration

Before the plugin can be configured, it must first be activated if it has not been activated automatically.

Activate sales channel / plugin for this channel:

At this point, you determine the sales channel for which you are carrying out the configuration. Firstly, the configuration for 'All sales channels' must be made and the plugin activated for all of them. The various sales channels are then configured differently. This comes into play if, for example, the plugin is not used for all sales channels. In this case, this point must be decoupled and the plugin deactivated.

Delete after days:

The customer may only delete the order after these specified days at the earliest.

Order status at which the customer may delete

At this point, you can specify the order status at which the customer is authorised to delete their order.

Note

The use of plugins is at your own risk.

Please note that the legal framework may vary from country to country and may change over time. We recommend that you consult a qualified professional if you have any legal

questions. We accept no liability for any damage or legal consequences arising from the use of this information.

You can still find your receipts for these cancelled orders where they are usually stored by the system. This is usually in the files folder. As this is very hidden, we advise you to save the receipts elsewhere in good time. This only applies to vouchers that have been created with the shop system.

If you have any questions or are unclear, please write to us at info@bui-hinsche.com or call us at +49 (0) 3441 / 9799060. We'll be happy to help you.