

JoomlON Withdrawal – Standalone – Frequently asked questions

FAQ · The statutory EU withdrawal button as a module + system plugin, without LicManager (Joomla 5/6)

General

What is the standalone package?

The statutory **withdrawal button** (mandatory from 19 June 2026) for every page – **without** the LicManager. It consists of a **module** (withdrawal form) and a **system plugin** (button + mail sending).

Do I need the LicManager for it?

No. The standalone package runs completely on its own.

How do I activate it?

Enable the plugin, publish the module, enter the recipient e-mail in the module – done.

Display & operation

Do I have to choose a module position?

No. The button comes from the plugin (floats on every page); a click opens the module form as an **overlay**. A fixed position is not needed.

The button does not appear – why?

Usually the **plugin is not active** or the **module is not published**. The coloured status at the top of the module configuration shows green (active) or red (inactive/missing).

Where do I enter the recipient e-mail?

In the **module** (field "Recipient e-mail"). If it is missing there, the website's global sender address applies.

Why is there only one setting for the button label?

The label of the form's submit button AND of the floating button on every page now come uniformly from the module field "**Button label**". Colour and position of the floating button are still set in the **plugin**.

Form & process

Which fields must the customer fill in?

Order/invoice number, e-mail, first/last name and address (company optional). For collective invoices they can additionally specify the **affected products**.

What happens after submitting?

The customer immediately receives an **acknowledgement of receipt**, the merchant a **notification** with all details. A confirmation page then appears.

Can I customise the e-mail texts?

Yes. In the module tab "**Email texts**" you edit the customer e-mail (acknowledgement) and the merchant e-mail in the editor, each with a "**Restore default text**" button. Please leave placeholders such as {ref} or {sitename} unchanged – they are replaced automatically when the e-mail is sent.

Are the bundled legal texts ready to use?

They are **templates** (withdrawal instructions + model withdrawal form). Please have them reviewed legally and add your company details.

Security

Is the extension safe – is any code injected?

Yes. Frontend output only, submission with **CSRF token** and **open-redirect protection**, all input is validated and output is **escaped**, DB access read-only via bound parameters. No eval/exec/malicious code.