

2. Moneris Payment Gateway User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via our email address below.

By: Magenest | Support Portal: <http://servicedesk.izysync.com/servicedesk/customer/portal/63>

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Introduction

Moneris Payment Gateway extension for Magento 2 by Magenest offers payment services for multiple fields, with industry-specific knowledge that its focus. Moreover, this extension support various types of payment cards especially with customers in Canada. Each year, Moneris processes over 3 million transactions for more than 350,000 different stores.



Features For Admins

A lot of features is included in the extension that you can tweak to make it best suit your business, including:

- Save customer info with hosted vault page
- Tokenization

- Support full authorization
- CVC/AVS verification
- 3D secure [NEW]
- Secured saved card feature
- Full and Partial Refund
- Support payments in Canada

Features For Customers

The primary aim of the extension is to deliver the most fluent and effortless payment experience to the customers:

- Easily checkout using a credit card.
- Easy access to online transaction reporting

System Requirements

Your store should be running on Magento 2 Community Edition version 2.1.x, 2.2.x, 2.3.x, and 2.4.x

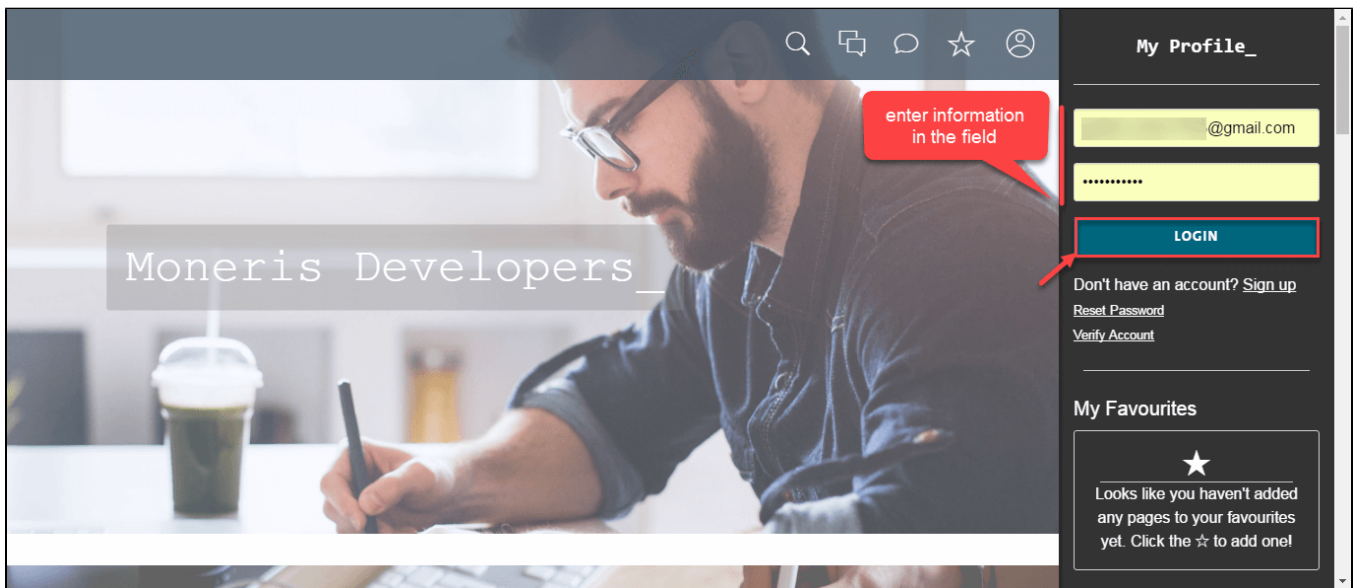
CONFIGURATION

Set up Moneris

+ If you use a test account

For the demo, you can create a test account in [this sandbox test link](#).

If you already have a Moneris account, skip this step.



When you log in to your Moneris account, request for test credentials (in Canada)

On the home page, on the right menu bar, click on **Full Profile**



In the Full Profile, there is **My Testing Credentials** section, click on **Request Testing Credentials**

When the Test Account Request Form shows up, fill in your password and choose the country. Then **Request Test Account**.

Moneris

Personal Information

Susan Smith

lovesomet3296@gmail.com ⓘ

Phone Number (Numbers Only)

Canada/USA (+1) [input field]

Are you a...

Undisclosed

Company

[input field]

Market

Undisclosed

[SAVE INFORMATION](#)

Website Preferences

Content Preference: Global

Programming Language Preference: None Set

[UPDATE PREFERENCES](#)

Change Password

Current Password

[input field]

New Password

[input field]

☐ Between 8 and 100 characters

☐ At least one uppercase character

☐ At least one lower case character

☐ At least one number

☐ At least one symbol from this list: ! @ # \$ % & * + ~ -

Confirm Password

[input field]

[SET PASSWORD](#)

Email Subscriptions

☐ New & Updated APIs + Integration Guides

Subscribers will receive information about new and/or updated APIs and documentation available for download. Subscribers will receive notices about every 4 to 6 weeks.

☐ Compliance Information

Subscribers will receive updates related to compliance information or the

My Testing Credentials

Please Note: You may only have one test account per country created through the Moneris Developer Portal. Please contact us if you require more accounts. We apologize for this inconvenience.

[REQUEST TESTING CREDENTIALS](#)

Moneris

Undisclosed

SAVE INFORMATION

UPDATE PREFERENCES

SET PASSWORD

Email Subscriptions

New & Updated APIs + Integration Guides
Subscribers will receive information about new and/or updated APIs and documentation available for download. Subscribers will receive notices about every 4 to 6 weeks.

Compliance Information
Subscribers will receive updates related to compliance information or the implementation guide. The timing of updates will vary.

UPDATE SUBSCRIPTIONS

My Testing Credentials

Please Note: You may only have one test account per country created through the Moneris Developer Portal. Please [contact us](#) if you require more accounts. We apologize for this inconvenience.

Test Account Request Form
We require you to verify your password in order to process your request for a test account.

Password:

Country:

REQUEST TEST ACCOUNT

Select a Country
Canada
USA

In the home page, the test credentials are on the right menu bar. The first line with a store icon is the **Store ID**, under the Store ID is the **API Token** with a key icon. Note that you will need these two for configuration.

Test Credentials

DOWNLOAD MRC GUIDES

	monca03076	
	XB12mkoc0g6GF5e5CBNx	

UPDATE FEATURES →

MERCHANT RESOURCE CENTRE (CANADA) →

Set Configuration

In Canada Store:

Log in by Moneris account and click **Admin > Hosted Paypage Config**. There are two elements that you need in order to configure in Magento 2: **ps_store_id**, **hpp_key**

If there is no key, click on **Generate a New Configuration** to create a new key.



pham - QA Store - monca01435

[Admin](#) [Reports](#) [Terminal](#) [Recurring](#) [Vault](#) [Help](#) [pham lam](#)

EN

Hosted Paypage Configuration

Favourite

ps_store_id: H4D7701435

hpp_key: hpV9GVOT8JP1

Generate new hpp_key

Basic Configuration

Add a description to easily identify this Hosted Paypage configuration

Description:

Transaction Type

Please specify what type of credit card transaction you would like the Hosted Paypage solution to perform.

Transaction Type:

☒ Purchase

☐ Preauthorization*

*Please note if your page supports Interac Online or Gift Cards those transactions will be sent as purchases.

Payment Methods

Please specify what type of payment methods the Hosted Paypage solution will allow.

☒ Credit Cards

NOTE: Different payment types require extra coding to handle the transaction response and create a receipt.

Response Method

Please specify how the transaction response should be handled.

Response Method:

☐ Moneris Gateway will generate a receipt.

☐ Sent to your server as a POST containing XML.

☒ Sent to your server as a POST

☐ Sent to your server as a GET

Approved URL:

http://m2eetester2.demo.lzsysync.com/moneris/payment/complete

Declined URL:

http://m2eetester2.demo.lzsysync.com/moneris/order/cancel

URLs must start with http or https and must be a registered domain. IP addresses are not supported.

The "Enhanced Cancel" feature will return a full response to the decline url with a response code of '914' to indicate that the cardholder cancelled the transaction.

☐ Use "Enhanced Cancel"

The "Response Fallback" feature will create a generic receipt if the Hosted Paypage cannot establish a connection to your server in 5 seconds or your server fails to return a response after 10 seconds.

☐ Enable "Response Fallback"

Configuration has been successfully changed.

Save Changes

Paypage Appearance

Specify what will be displayed on the Hosted Paypage.

Configure Appearance

Response/Receipt Data

Specify what additional fields will be returned in the transaction response or displayed in the receipt.

Configure Response Fields

In the Response/Receipt Field Configuration, tick the **Return the txn_number**. This field is used to perform follow-ons.

Hosted Paypage Configuration

Favourite ☆

ps_store_id: H4D7701435

hpp_key: hpV9GVOTBJP1

Return to main configuration

Response/Receipt Field Configuration

Please specify what fields will be returned in the transaction response. If eSELECTplus is generating the receipt these setting will be used to specify what fields will be displayed on the transaction receipt.

☐ Return line item details.
 ☐ Return shipping details.
 ☐ Return billing details.
 ☐ Return other customer fields. (cust_id, client_email, note ...)
 ☐ Return ECI value.
 ☒ Return the tax_number. This field is used to perform follow-ons.
 ☐ Return the VBV result code.
 ☐ Return a Visa Debit card indicator.
 ☐ Return AVS data.
 ☐ Encode cardholder name - allows multibyte characters.

☐ Automatically prompt cardholder for new card number on decline.
 Number of retry attempts allowed:

Asynchronous Transaction Response

This will perform a server to server post of the response data as a secondary method of getting the response data. This does not replace the normal transaction response which will still be sent through the browser as a POST or a GET. This is supplementary and can be used to verify/validate the browser response.

In the production environment response urls must be secure (HTTPS). Self signed certificates will work. HTTP addresses will not work.

☐ Perform asynchronous data post.
 Async Response URL:

Save Response Settings

Now you have enough info to configure Moneris in your Magento. In the admin panel of Magento 2, go to Moneris Configuration via **Stores > Configuration > Sales > Payment Methods > Moneris**

Set up with **Redirect Connection:**

- **Enabled:** Choose Yes to enable Moneris Payment
- **Title:** The name of the payment method that will be displayed on the checkout page
- **Sandbox Mode:** Turn this on if you use the test credentials
- **Connection Type:** [Redirect Connection](#)
- **ID:** Your store ID or test Store ID
- **API Token:** the API Token you got from Moneris
- **HPP ID or PS STORE ID:** The ps_store_id in the Hosted Pay page Configuration.
- **HPP KEY:** The hpp_key in the Hosted Pay page Configuration
- **Approved URL:** Use this URL when you configure your Moneris hosted pay page
- **Declined URL:** Use this URL when you configure your Moneris hosted pay page
- **Cancel Button URL:** Use this URL when you configure your Moneris hosted pay page

 **Note:** Moneris Multiple Currency Pricing is not supported with Redirect Connection.

Click on **Save Config** button to save the configuration.

Configuration

Save Config

SERVICES

ADVANCED

Moneris

Enabled

Yes

Title

Credit Card (Moneris)

Sandbox Mode

Yes

Connection Type

Redirect connection

HPP KEY

hp2jQ16XP4Z2

HPP ID or PS STORE ID

YHB2304911

[Click here to log in to your Canada store](#)

Api Token

ID

Set SameSite Cookie To None

Yes

Notice: Enable this if your customer get logged out after checking out with Moneris Redirect mode.

Approved Url

https://m241.local/moneris/payment/complete

Declined Url

https://m241.local/moneris/order/cancel

Cancel Button Url

https://m241.local/moneris/order/cancel

Payment from Specific Countries

Afghanistan
 Åland Islands
 Albania
 Algeria
 American Samoa
 Andorra
 Angola
 Anguilla
 Antarctica
 Antigua & Barbuda

Debug

Yes

+ Set up with **Direct Connection**:

- **Enabled:** Choose Yes to enable Moneris Payment
- **Multi-Currency Pricing:** Choose No to accept one kind of currency only
- **Title:** The name of the payment method that will be displayed on the checkout page
- **Sandbox Mode:** Turn this on if you use the test credentials
- **Connection Type:** Direct Connection
- **Store ID:** Your store ID or test Store ID
- **API Token:** the API Token you got from Moneris
- You can set the **Payment Action** to be Authorize and Capture or Authorize Only
 - **Authorize Only (Authorization):** will check the card for validity but not charge the account yet until the order is approved and invoiced.
 - **Authorize and Capture(Sale):** will charge the debit/credit card at the time of the order submission.

Moneris

Enabled

[store view]

Yes

Multi-Currency Pricing

[store view]

No

Title

[store view]

Credit Card (Moneris)

3D Secure

[store view]

Yes

Connection Type

[store view]

Direct connection

Sandbox Mode

[store view]

Yes

Enable Moneris Saved Card

[store view]

Yes

Api Token

[store view]

.....

ID

[store view]

.....

Payment Action

[store view]

Authorize Only

Credit Card Types

[store view]

American Express

Visa

MasterCard

Discover

JCB

Diners

- **Credit Card Types:** You can choose which credit card types you want by choosing one or more items.
- **Enable AVS check on Customer Billing Address:** By choosing Yes, you enable AVS check on customer billing, including Street Name, Street Number, Zip Code.
- **AVS Street and Zipcode Check Failed:** In case the AVS and Zipcode Check failed, you can choose 1 among 3 options: Accept Payment, Reject Payment, or Hold Payment.
- **AVS Check Failed and Zipcode Check Passed:** In case the AVS Check Failed but Zipcode Check Passed, you can choose 1 among 3 options: Accept Payment, Reject Payment, or Hold Payment.
- **AVS Check Passed and Zipcode Check Failed:** In case the AVS Check Passed but Zipcode Check Failed, you can choose 1 among 3 options: Accept Payment, Reject Payment, or Hold Payment.
- **Enable CVD Check on Checkout:** Click [here](#) to see credit card numbers used to Simulate E-Fraud
- **CVD Check Failed:** In case the CVD Check failed, you can choose 1 among 3 options: Accept Payment, Reject Payment, or Hold Payment.
- **CVD could not be verified:** In case CVD could not be verified, you can choose 1 among 3 options: Accept Payment, Reject Payment, or Hold Payment.
- **3D Secure:** Enable 3D secure to verify the Customer's card, thereby preventing payment fraud

Configuration

Save Config

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Credit Card Types

[store view]

American Express

Visa

MasterCard

Discover

JCB

Diners

Enable AVS check on Customer Billing Address

[store view]

No

Click [here](#) to see credit card numbers used to Simulate E-Fraud

Enable CVD check on Checkout

[store view]

No

Click [here](#) to see credit card numbers used to Simulate E-Fraud

+ Testing 3-D Secure (MPI) Solutions

May only be tested in the following test stores on [Moneris Gateway Merchant Resource Center](#)

Please fill in the information as the notice section, just replace the store ID

CANADA US

Store ID: moneris

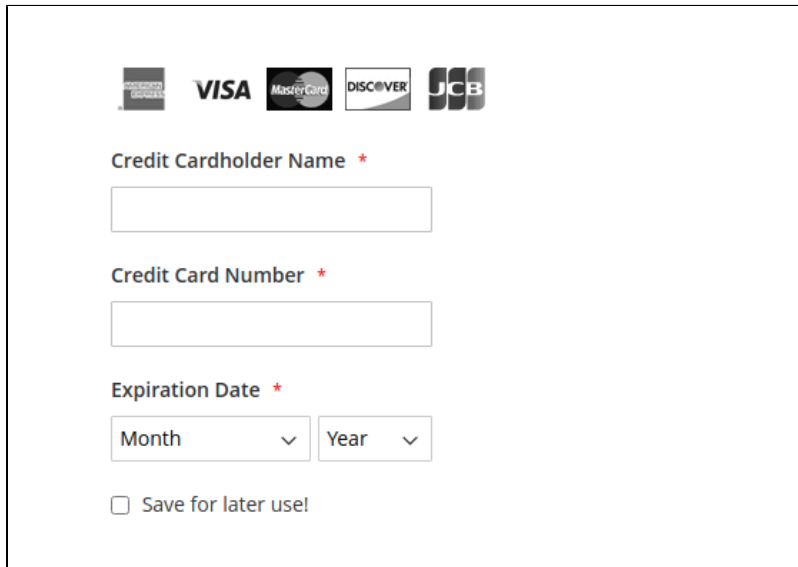
Api Token: hurgle

[Test card list](#)

★ **Note:**

- Only use 3D Secure with connection type direct and Multi-Currency Pricing disabled
- Visa, MasterCard, and American Express cards are supported for customers who have enabled 3DS

Cardholder Name will be required when 3DS is enabled

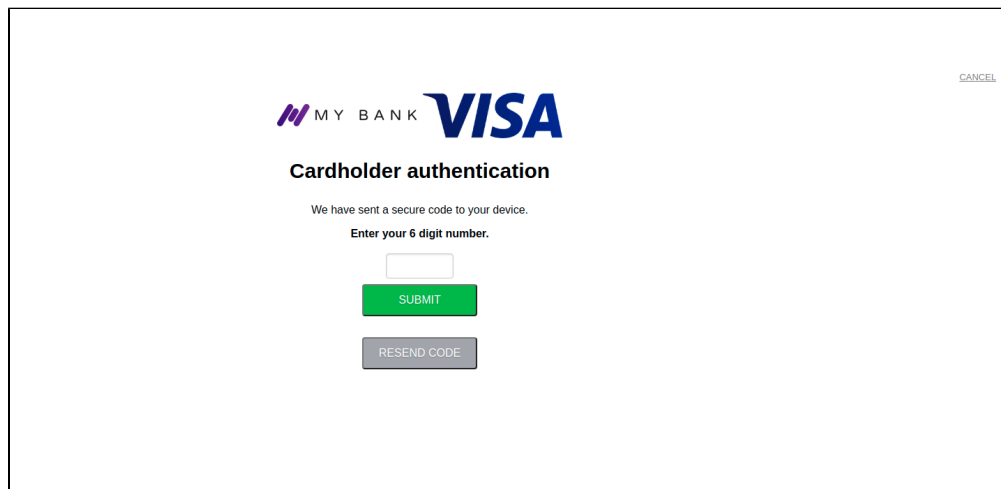


The screenshot shows a credit card payment form. At the top, there are logos for American Express, VISA, MasterCard, DISCOVER, and JCB. Below the logos, the form has three main sections: 'Credit Cardholder Name' with a red asterisk and an empty text box; 'Credit Card Number' with a red asterisk and an empty text box; and 'Expiration Date' with a red asterisk, two dropdown menus for 'Month' and 'Year', and a checkbox labeled 'Save for later use!'.

After entering the card information, the system will identify potential risks.

- For low-risk transactions, customers will check out as normal.
- For high-risk transactions, the system will redirect to the authentication page to request an extra step for authentication.

A one-time password (OPT) sent to the customer's mobile number, will be required for verification.



The screenshot shows a cardholder authentication page. At the top, there is a logo for 'MY BANK VISA'. Below the logo, the text 'Cardholder authentication' is displayed. Underneath, it says 'We have sent a secure code to your device.' and 'Enter your 6 digit number.' There is an empty text box for the code, followed by a green 'SUBMIT' button and a grey 'RESEND CODE' button. In the top right corner, there is a 'CANCEL' link.

After the transaction is successful, the CAVV will be saved.

Payment & Shipping Method

Payment Information

Credit Card (Moneris)

Transaction Type: 01 - Pre-Authorization

Reference Num: 660117310018211030

Transaction ID: 600838-0_19

Card Type: V

Approve Message: APPROVED * =

Authentication Code: 817074

3D Secure: CAVV passed validation (authentication)

MCP Purchase: No

The order was placed using USD.

Shipping & Handling Information

Flat Rate - Fixed \$5.00

Items Ordered

+ Setup with Kount:

- **Enable Kount:** Choose Yes to enable Kount
- **Kount Merchant Id, Kount API Key, Kount Website Id**

★ For merchants using the **Moneris Kount Essential solution** please email eproducts@moneris.com to obtain your production Kount Merchant ID, Kount API Key, and website ID (SITE ID) credentials.

★ For merchants using the **Moneris Kount Enterprise solution**, your Kount credentials (Kount Merchant ID, Kount API Key, and website ID) will be provided by your Kount Client Success Manager.

- **Kount Decline:** Once the Authorization Status returned to the merchant from the processor is **Decline**, you can choose 1 among 3 options:

Accept Payment / Reject Payment / Hold Payment

- **Kount Review:** Once the Authorization Status returned to the merchant from the processor is **Review**, you can choose 1 among 3 options:

Accept Payment / Reject Payment / Hold Payment

- **Kount Null:** Once the Authorization Status returned to the merchant from the processor is **Review**, you can choose 1 among 3 options:

Accept Payment / Reject Payment / Hold Payment



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Configuration

Enable Kount Check on Checkout
[store view]

Yes

Kount Merchant Id
[store view]

Kount API Key
[store view]

Kount Website Id
[store view]

MAGENEST

Kount Result Decline
[store view]

Hold Payment

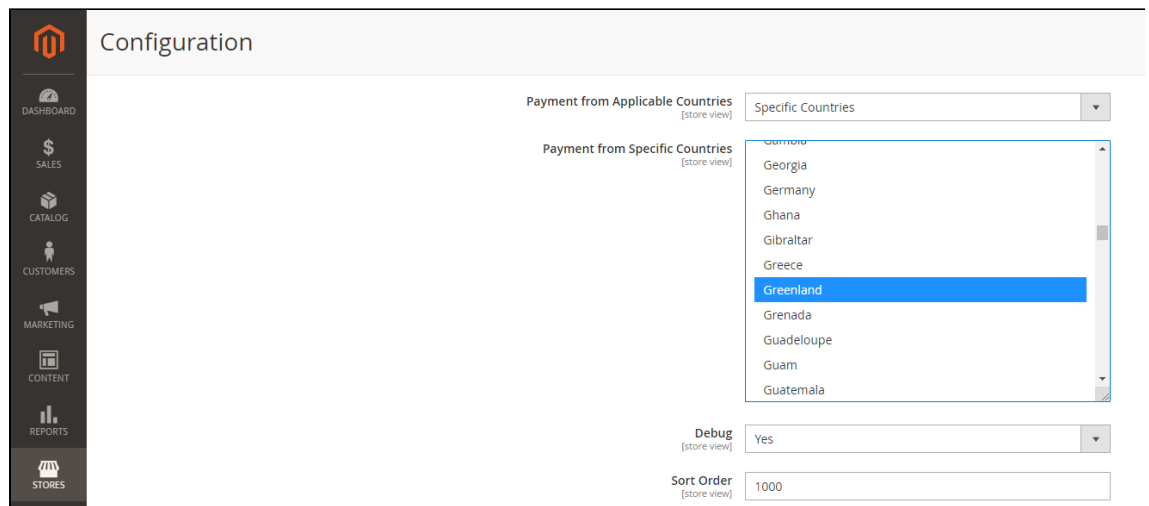
Kount Result Review
[store view]

Hold Payment

Kount Result Null
[store view]

Hold Payment

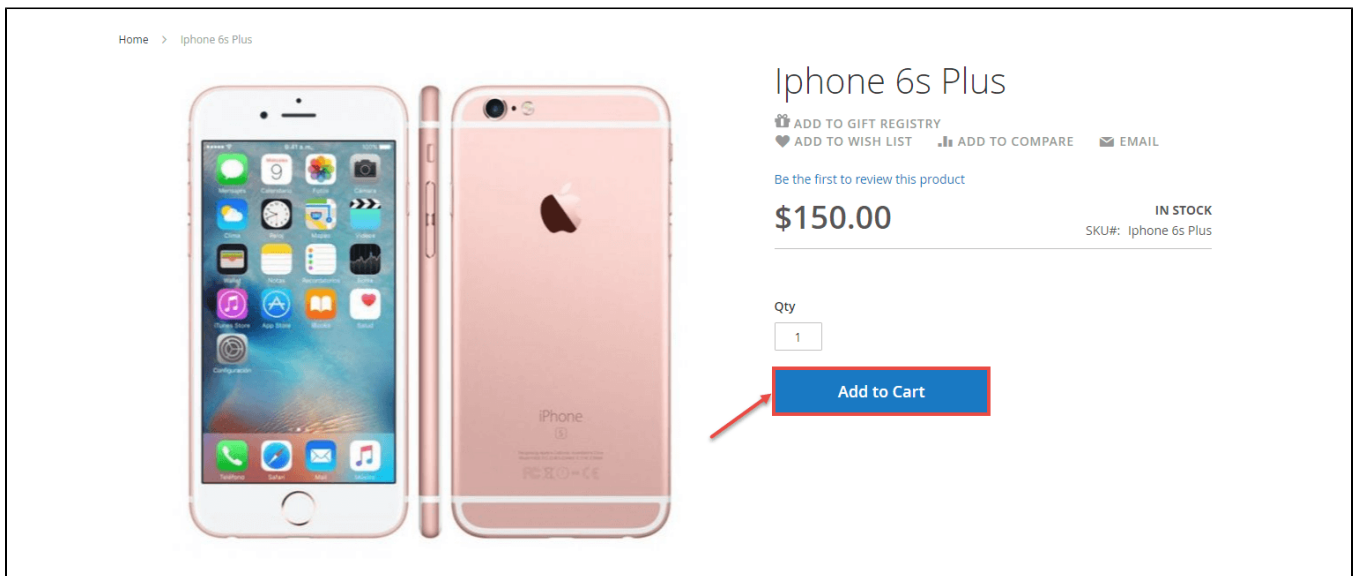
- **Payment from Applicable Countries:**
 - **All allowed countries:** Enable all allowed countries to make payment.
 - **Specific Countries:** Restrict some countries by unselecting them from the **Payment from Specific Countries**.
- **Debug:** Choose **Yes** to save request and response information to file log
- **Sort Order:** The order of the payment method will be displayed on the checkout page.



Main Functions

Easily Checkout Using Credit Card

At front end, customer can add the items into shopping cart by clicking the **Add to Cart** button.

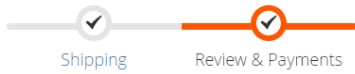


Then, go to the checkout page. Customer fills in his/her shipping address and selects the payment method.

+ Checkout Direct Connection Method:

- Mark the checkbox **"My billing and shipping addresses are the same"** if the shipping address and the billing address are not different.
- If they are different, fill in the billing address then click "Update".

Fill in your credit card information, then click **Place Order** to finalize the payment.



Payment Method:

☐ Check / Money order

☒ Moneris Payment Gateway

☒ My billing and shipping address are the same

my huyen
102 Truong Chinh Street
Ha Noi, New York 10001
United States
234324



Credit Card Number *

42424242424242

Expiration Date *

12 - December

2020

Card Verification Number *

123



Place Order

Order Summary

Cart Subtotal \$150.00

Shipping \$5.00
Flat Rate - Fixed

Order Total \$155.00

1 Item in Cart



Iphone 6s Plus

Qty: 1

\$150.00

Ship To:

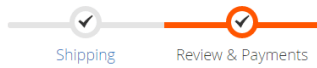
my huyen
102 Truong Chinh Street
Ha Noi, New York 10001
United States
234324

Shipping Method:

+ Checkout Redirect Connection Method:

- Mark the checkbox **"My billing and shipping addresses are the same"** if the shipping address and the billing address are not different.
- If they are different, fill in the billing address then click "Update".

Click **Continue** to place the order.



Payment Method:

☐ Check / Money order

☒ Moneris Payment Gateway

☒ My billing and shipping address are the same

my huyen
102 Truong Chinh Street
Ha Noi, New York 10001
United States
234324

Continue

Apply Discount Code ▾

Apply Gift Card ▾

Order Summary

Cart Subtotal	\$150.00
Shipping	\$5.00
Flat Rate - Fixed	

Order Total \$155.00

1 Item In Cart



Iphone 6s Plus
Qty: 1
\$150.00

Ship To:

my huyen
102 Truong Chinh Street
Ha Noi, New York 10001
United States
234324

It redirects the customer to Moneris page with a credit card form. Customer fills in the info then click Process Transaction to finalize the payment.

pham - QA Store

Please complete all bolded fields and click Process Transaction.

Cardholder Details

Please enter the following address exactly as it appears on your credit card statement.

Street Number: 256

Street Name: Broadway ☐ PO Box*

Zip/Postal Code: 50004

*To enter a PO box leave the 'Street Number' field blank and enter the PO box in the 'Street Name' field.

Payment Details

Transaction Amount: \$155.00 (USD)

Order ID: 000000044

Please complete the following details exactly as they appear on your credit card.
Do not put spaces or hyphens in the credit card number.

Cardholder Name: Anna Jones

Credit Card Number: 4111111111111111

Expiration Date: 06 / 2019

Card Security Code: 123

Click 'Process Transaction' to charge your credit card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction

Cancel Transaction



Gift Registry

Your order number is: **000000046**.

We'll email you an order confirmation with details and tracking info.

[Continue Shopping](#)

Customers can easily access Moneris **Transaction Reports** online to view the Transactions.



pham - QA Store - monusq0063

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EN

Transaction Reports

[Favorite](#)

Query Totals

Export Transactions to File

Query Totals by Payment Type (Approved)

Visa #:	4	Visa:	\$1025.00
---------	---	-------	-----------

Store Totals (Approved)

Total: \$1025.00

Purchase\Capture #:	4	Purchase\Capture:	\$1025.00
Refund\Void #:	0	Refund\Void:	\$0.00
Auth\Verification #:	0	Auth\Verification:	\$0.00

Query Totals by Payment Type (Declined)

There were no declined transactions returned by your query

Transaction List

DATE / TIME	TXN TYPE	ORDER ID	AMOUNT	ACCOUNT #	RESULT	FOLLOW ON
Feb 20 2017 12:13AM	Purchase	000000108	\$ 455.00	4111****1111	Approved	☐ Void \$455.00
Feb 19 2017 10:50PM	Purchase	000000107	\$ 110.00	4111****1111	Approved	☐ Void \$110.00
Feb 18 2017 02:18AM	Purchase	000000011	\$ 345.00	4111****1111	Approved	☐ Void \$345.00
Feb 18 2017 02:07AM	Purchase	000000010	\$ 115.00	4111****1111	Approved	☐ Void \$115.00

Process Grouped Transactions

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Or go to **Backend >Sales >Orders** then choose **View** to see the details about an order.



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Create New Order

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Columns

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20 per page 1 of 1

	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action
	Mar 08, 2017, 1:03:00 AM	pham lam		\$170.00	\$170.00	Processing	View
	Jan 07, 2017, 2:01:00 AM	pahm lam		\$75.00	\$75.00	Processing	View
	Jan 05, 2017, 8:01:00 AM	FAAA Lammmm		\$75.00	\$75.00	Closed	View

moneris.demo.izsync.com/admin/sales/order/index/key/e0c74728287c32086cfaf169944c7614909e65083e1df1566c533212b48ce31c/



#000000027



moneris ▾

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ORDER VIEW

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Order & Account Information

Order # 000000027 (The order confirmation email was sent)

Order Date	Mar 18, 2017, 3:11:40 AM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	118.70.109.213

Account Information

Customer Name	Susan Smith
Email	susansmith2602@gmail.com
Customer Group	General

Address Information

Billing Address [Edit](#)

Susan Smith
Magenest
102 Truong Chinh Street
Ha Noi, Washington, 100 000
United States
T: 0964 209 263

Payment & Shipping Method

Payment Information

Credit Card (Moneris)

Transaction Type:	00 - Purchase
Reference Num:	660157840010070010
Transaction ID:	44-0_11
Card number:	XXXX-1111
Card Type:	Visa
Expiration Date:	12/2019
Approve Message:	APPROVED * =

The order was placed using USD.

Information
about
transaction

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
Ingrid Running Jacket	Invoiced	\$85.00	\$85.00	Ordered 1 Invoiced 1	\$85.00	\$0.00	0%	\$0.00	\$85.00
SKU: Ingrid Running Jacket									

Order Total

Notes for this Order

Status

Processing ▾

Comment

Order Totals

Subtotal	\$85.00
Grand Total	\$85.00
Total Paid	\$85.00
Total Refunded	\$0.00

		Total Due	\$0.00
☐	Notify Customer by Email		
☐	Visible on Storefront		
Submit Comment			
Mar 18, 2017 3:11:40 AM Processing Customer Not Notified Captured amount of \$85.00 online Transaction ID: "44-0_11"			
 Copyright © 2017 Magento Commerce Inc. All rights reserved.		Magento ver. 2.1.0 Report Bugs	

 Partial or total refund:

You can refund partially or totally by clicking **Credit Memo > Refund**.

About partial refund, it applies for many frequencies and up to out of products.



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New Memo for #000000008



moneris ▾

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Reset

Order & Account Information

Order # 000000027 (The order confirmation email was sent)

Order Date	Mar 18, 2017, 3:11:40 AM
Order Status	Processing
Purchased From	Main Website Main Website Store Default Store View
Placed from IP	118.70.109.213

Account Information

Customer Name	Susan Smith
Email	susansmith2602@gmail.com
Customer Group	General

Address Information

Billing Address [Edit](#)

Susan Smith
Magenest
102 Truong Chinh Street
Ha Noi, Washington, 100 000
United States
T: 0964 209 263

Payment & Shipping Method

Payment Information

Credit Card (Moneris)

Transaction Type:	00 - Purchase
Reference Num:	660157840010070010
Transaction ID:	44-0_11
Card number:	XXXX-1111
Card Type:	Visa
Expiration Date:	12/2019
Approve Message:	APPROVED * =

The order was placed using USD.

Items to Refund

Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount	Row Total
Ingrid Running Jacket SKU: Ingrid Running Jacket	\$85.00	Ordered 1 Invoiced 1	☐	1	\$85.00	\$0.00	\$0.00	\$85.00

[Update Qty's](#)

Order Total

Credit Memo Comments

Comment Text

Refund Totals

Subtotal	\$85.00
Refund Shipping	0
Adjustment Refund	0
Adjustment Fee	0

	Grand Total	\$85.00
	☐ Append Comments	
	☐ Email Copy of Credit Memo	
	Refund Offline	Refund

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[Report Bugs](#)

Update

- When a new update is available, we will provide you with a new package containing our updated extension.
- You will have to delete the module directory and repeat the installing steps above.
- Flush the config cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests within **2 business days**.
- We will offer **lifetime free update and 6-month free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other series such as customizing our products, installation and uninstallation service.

Once again, thank you for purchasing our extension. If you have any questions relating to this extension, do not hesitate to contact us for support.