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# **European eCommerce Practice Becomes Law: Delivery Time, Returns Form, Payment selection**

Elenor A. - 2022-05-18 - Pages and Products

On June 13, 2014 the planned new European rules regarding e-commerce practice became a law. From that moment on, your shop is expected to comply with these new regulations. ShopFactory Version 14 has incorporated these changes that are the logical result of these regulations. So make sure you update to the latest V14 build! It's a free update for Version 14 users. Non-European merchants will also find some of the new features handy for closing online sales.

Are you still using an older version of ShopFactory prior to version 14? Do you want to upgrade and get this important update as well? <u>Please click here to upgrade to ShopFactory 14</u>.

## Below are the changes in ShopFactory V14 to comply with the new law

The new features include the following adjustments to comply with the new European rules:

## Change 1: Show delivery time for products

It is now required to show a delivery time for all products

a) Apply delivery time details to all products in the shop

This can be setup sitewide via **Settings** menu -> **Global Settings** -> **Settings for this Website** -> *Miscellaneous*: **Delivery Time** field

b) Apply delivery time details to individual products in the shop

- You can simply open the product wizard -> Product Properties 2 -> enter the delivery information, as shown below:

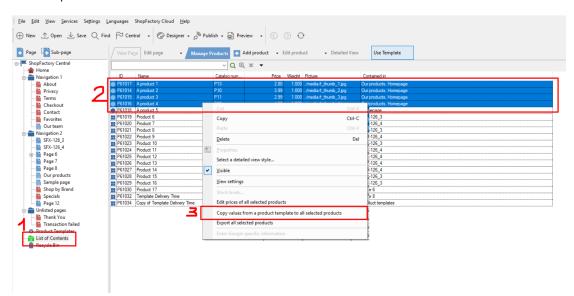
Product Wizard - Product 16			×
Product Properties 2	Delivery time	3-5 Days	~
<ul> <li>Discounts</li> <li>Options &amp; choices</li> <li>Specifications</li> <li>Product Shipping Costs</li> </ul>	Product category Quantity unit		
Taxes     Available Stock	Allow decimal quantities such as 1.5 Base Price Quantity Base price	0.000	° 0
Q SEO Details g Google information	Brand / Manufacturer Manufacturer code Product code Distributor code Price code EAN / UPC / UCC-13 Discount code (customers)		
		ОК	Cancel Help

Alternatively, you can use a product template to copy the same settings for several products.

- At the left tree menu, select "**Product Templates**" -> Add product and ensure you enter the "**Delivery Time**" information -> click OK.

ppFactory Central Home	Product Wizard - Cop	py of Template Delivery Time		×
Navigation 1 About Privacy Terms Checkout Contact Favorites Our team Navigation 2 SK-126,3 SK-126,3 SK-126,3 Page 6 Page 7 Page 7 Page 8 Our products Sknop by Brand Specials Page 12 Unlisted pages Thank You Tomarcion failed Product Templates Und States	□       Product Proper         ●       Product Proper         ●       More images         ●       Discounts         ●       Discounts         ●       Discounts         ●       Product Shippi         ●       Taxes         ▲       Available Stock         ≤3       Related product         ●       Link informatic         ●       Detailed View S         Q       SEO Details         g       Google informatic	Inties 2 Delivery time Delivery time Delivery time Product category Quantity unit Alow decimal quantities such as 1.5 k Base Price Quantity on Base price Style Brand / Manufacturer	Use cloburs withon 3 days           0000	
Recycle Bin		Discount code (customers)		~

Go to "List of Contents" and select the products you want to have the same delivery information -> right-click on the highlighted products -> choose "Copy values from a product template to all selected products"



Then tick the "Delivery Time" field and click OK.

Select a product template in the left window. Then select the fields you want to copy and click on the OK button. All the selected values will now be copied to the target products. Existing values will be overwritten. If you chose to delete options not contained in the product template, then all otions which are not contained in the product template, then all otions which are not contained in the product template, then all otions which are not contained in the product template, then all otions which are not contained in the product template, then all otions which are not contained in the product template, then all otions which are not contained in the product template will be deleted from the target products.         Product Template       Fields to copy:         Name       Price Introduct         Copy of Template Delivery Time       Description: []         Opent elsew 'Add to Basket' button: [0]       Velivery Time: (we deliver within 3 days]         Base Price: []       Base Price: []         Base Price: []       Base Price: []         Outing description: []       Out open description: []         Base Price: []       Base Price: []         Base Price: []       Base Price: []         Base Price: []       Base on as 1.5: [0]         Base Price: []       Base on as 1.5: [0]         Base Price: []       Base on as 1.5: [0]         Base Price: []       Distributor code: []         Base Price: []       Distributor code: []         Base Price: []       Distributor cod	Copy values from product template	×
Name       Price Introduct         Copy of Template Delivery Time	button. All the selected values will now be copied to the target products. Existing values will be overwry you chose to delete options not contained in the product template, then all otions which are not contained	itten. If
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Discount code (customers): I	Copy of Template Delivery Time       Description: []         Usible: [1]         Den't show 'Add to Basket' button: [0]         Delivery Time: [we deliver within 3 days]         Conger description: []         Base Price: []         Highlights: []         Related products: []         Quantity unit: []         Allow decimal quantities such as 1.5: [0]         Manufacturer code: []         Price code: []         Price code: []	

If you have a multilingual shop, you can translate the "Delivery Time" field in **Translate Website** and **Translate Content** dialogs, if it's at Product level.

Cancel

Help

- In normal editing mode (View Page), locate the Language toolbar and select "Translate website" tab

OK

# Translate Website

View Page Hdit page	• / Manag	e Products 📔 🛨 Add pro		
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# Translate Content

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Delivery Time					
More images					

# Change 2: "Payment method selection" is now made inside the shop instead of on the check-out page.

It is now required to show the total price for an order (including discounts or surcharges for payment methods) inside of the webshop before going to the check out. ShopFactory displays the payment methods accepted in the order total page; customer can select: shipping method -> payment option -> and use a voucher code on the same page.

## Change 3: Right of return

Customers are now entitled to 14 days right of return for the products they have ordered. The return policy of a shop should now be visible in the shop. A standard form for returns is also required, so a customer can easily submit a return for purchases. This can be setup in ShopFactory by going into the **Terms** page properties -> Returns policy:

					Properties Finish	×
	Terms		Page content Intro	Iuction Custom Contents		
REM IPSUM IS SIMPLY DUMMY	Terms Returns Policy				File name: terms.html	Page ID: D-5
REM IPSUM IS SIMPLY DUMMY TOF THE PRINTING INDUSTRY			↓ Drag content	ent blocks here. <u>Show me how</u> ↓		
	Returns Here you can describe your r	returns policy.				

The checkout pages will now also show links to the Terms, Returns Policy, and Privacy pages. Change 4: A new Buy Now Button.

The last button to be clicked during the order process is no longer allowed to show merely simple text like "Order" or "Continue". The text on this button should make it clear that the customer is placing an order AND that he has an obligation to pay for it once they click the button.