



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

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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? [Please click here to upgrade to ShopFactory 14.](#)

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

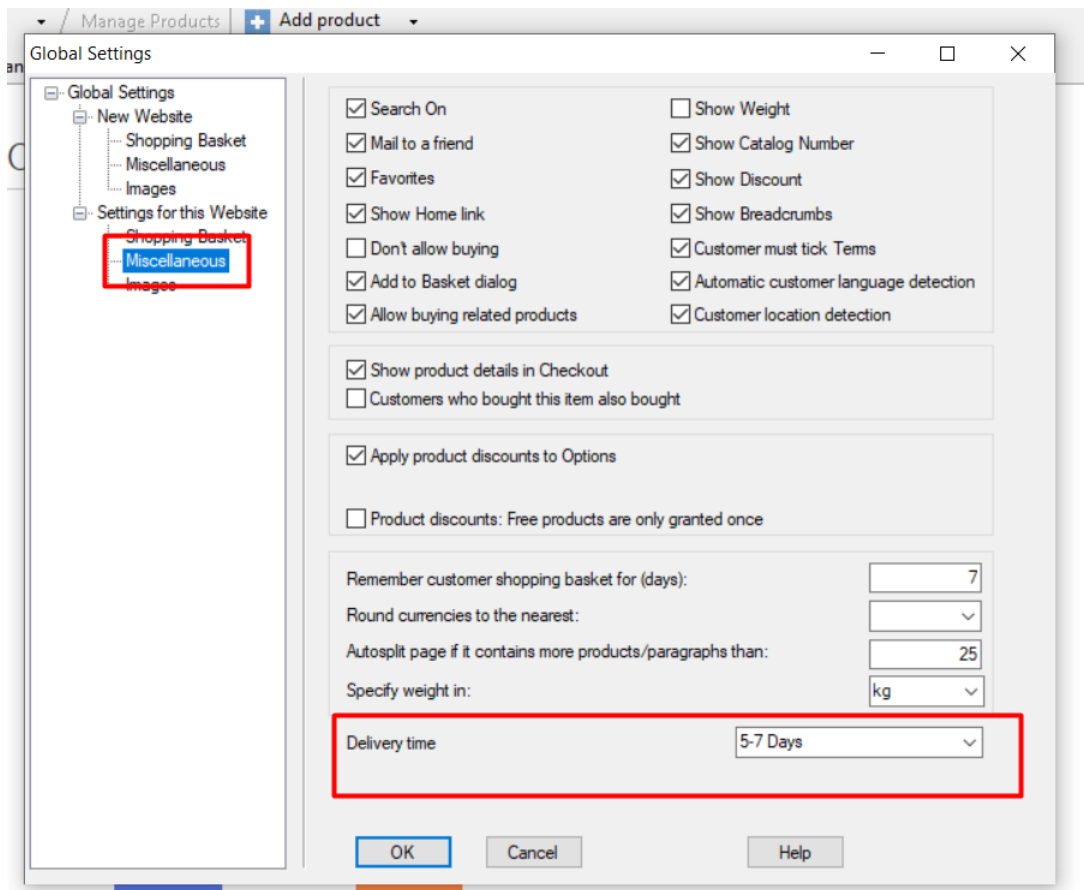
The new features include the following adjustments to comply with the new European rules:

#### **Change 1: Show delivery time for products**

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

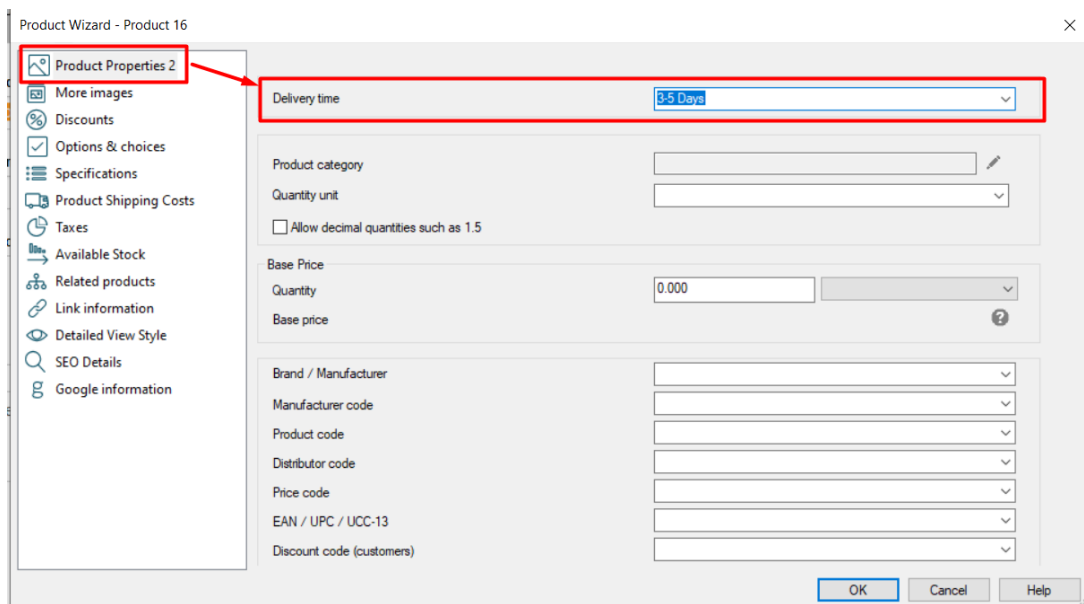
*a) Apply delivery time details to all products in the shop*

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



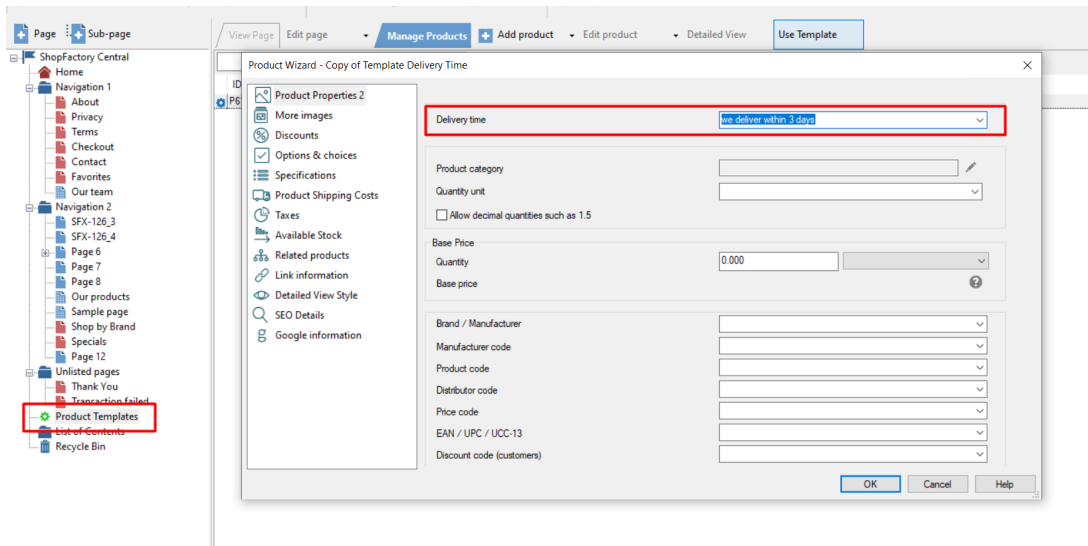
b) Apply delivery time details to individual products in the shop

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

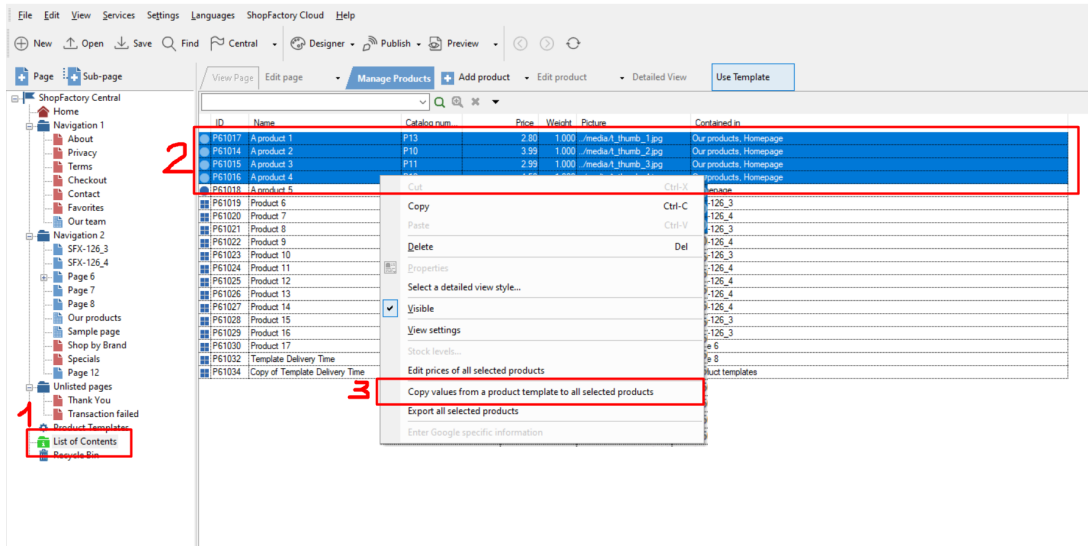


Alternatively, you can use a product template to copy the same settings for several products.

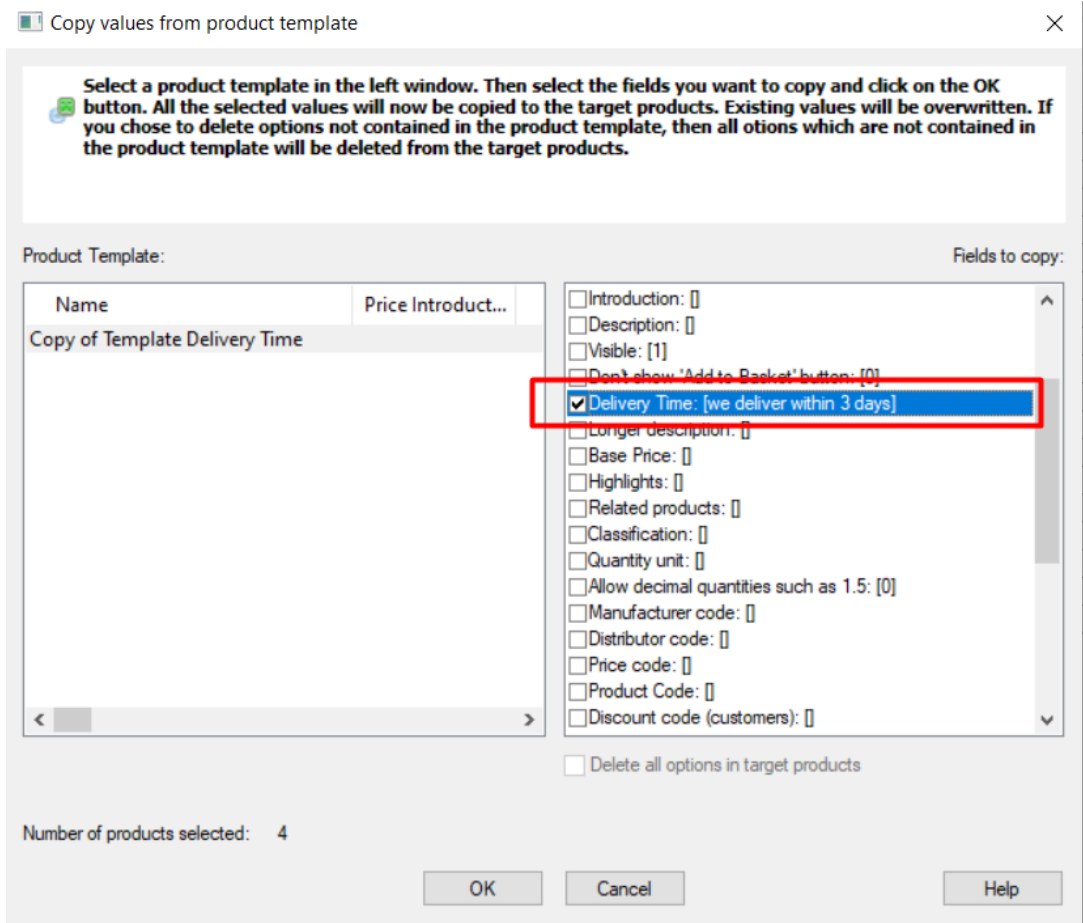
- At the left tree menu, select "**Product Templates**" -> Add product and ensure you enter the "**Delivery Time**" information -> click OK.



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.



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.

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

[Translate Website](#)