



FAQ

Flexible Order Cancellation Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
[Magento 2 Extension Flexible Order
Cancellation](#)

FAQ

Can customers cancel orders from their account?

Yes. Select the permitted statuses under **Allowed Order Statuses for Customer Cancellation**. The action is available only to the signed-in owner of an eligible order.

Can guest customers use the same action?

No. The storefront controller requires a signed-in customer and verifies ownership through the customer account ID.

Do Admin users and customers share one status list?

No. Admin cancellation and customer self-service have separate allowlists.

What happens when no statuses are selected?

An empty Admin list hides the order-page button and causes the mass action to skip orders. An empty customer list disables the customer account action.

Does the extension refund a captured payment?

No. It does not create a credit memo or issue a refund. Handle captured funds through the applicable Magento and payment-provider workflow.

Does every cancelled order end in the Canceled state?

Not necessarily. The fallback can leave an invoiced order in Processing or Complete, depending on the remaining refundable quantities.

Does Customer notified enable the email?

No. It marks the order-history comment as customer-notified. The dedicated email is controlled by **Enable Email Notification**.

What happens if email delivery fails?

The order change remains in place. Magento reports the email problem separately and records the delivery error in its logs.

Can I use the mass action with mixed order statuses?

Yes. Eligible orders are processed and other statuses are skipped. Magento reports the result counts after the batch.

Is there a REST or GraphQL endpoint for these actions?

No. The extension provides Magento Admin and signed-in customer account actions.