



Product Question Form

USER MANUAL · Version 1.0.1 · PrestaShop 1.7.8 – 9.x

1. What this module does

The module adds an "Ask a question" button to the product page. It opens a short form: name, e-mail, question and a consent checkbox. The question arrives in your mailbox with the product name, reference, chosen combination and link, and you answer it simply by replying to the e-mail. The customer receives a confirmation that the question arrived.

Works with **PrestaShop 1.7.8, 8.x and 9.x** (PHP 7.2.5 or newer), with the Classic and Hummingbird themes and with multistore.

2. Installation

1. Download the module from **My account** → **Order history** at addonspresta.com.
2. In your Back Office, open **Modules** → **Module Manager** and click **Upload a module**.
3. Drop the `ap_productquestion_v1.0.0.zip` file and wait for the confirmation.
4. Click **Configure** on the module card.

Right after installation the button is shown on every product and questions go to your shop e-mail (**Shop Parameters** → **Contact**). Send yourself a test question to check that your shop sends e-mails (**Advanced Parameters** → **E-mail**).

3. How it works

The button appears under the add-to-cart area of every active product, also in the quick view of product lists. A click opens the form below it; a second click closes it. For a customer who is logged in, the name and e-mail are already filled in. The form also works without JavaScript; it then reloads the product page with the result.

When the customer sends the form, the module checks the fields (name, a valid e-mail, a question of 10 to 2,000 characters, the ticked consent) and shows what is missing. It then sends:

- **to you** — the question with the product name, reference, combination and link, the customer's name and e-mail and the language of the page they used. The e-mail's Reply-To is the customer, so **Reply** answers them directly. It is written in your shop's default language.

- **to the customer** (if switched on) — a short confirmation that the question arrived, with the product link, in the customer's language. It does not repeat the question, and an address gets at most one confirmation a day: the address is not verified, so the shop never sends a stranger's text to it.

The e-mail templates exist in English, Polish and French; other languages use the English ones.

Against spam the module needs no captcha and no outside service:

- a hidden field that people never see — a form with it filled in is ignored;
- a minimum time: a form sent less than 3 seconds after the page opened, or more than 2 hours later, is ignored;
- a limit of questions per visitor and hour, and of 100 questions per shop and hour. A visitor is recognised by a keyed fingerprint of their IP address, kept 24 hours; the address itself is never stored;
- forms posted from another website are refused.

Ignored forms look sent to whoever sent them, so automated tools learn nothing. The questions themselves are not stored in the shop — only e-mailed. The module does not connect to addonspresta.com or any other server.

4. Features and settings

Open **Modules** → **Module Manager** → **Product Question Form** → **Configure**. The Help box at the top links to this manual and to the module page at addonspresta.com, in the language of your Back Office. The panel shows the address that receives the questions.

- **Button label** — the text of the button, for example "Ask a question", in every language.
- **Send questions to** — the address that receives the questions. Leave it empty to use the shop e-mail.
- **Send a confirmation to the customer** — the customer receives a short confirmation with the product link (on by default).
- **Consent text** — shown next to the checkbox the customer must tick, in every language.
- **Privacy page** — a CMS page linked after the consent text, usually your privacy policy.
- **Questions per visitor and hour** — from 1 to 50 (5 by default). Further questions from the same visitor are refused with a message until the hour has passed.

5. Multistore

Settings are saved for the shop or shop group selected in the Back Office header, so every shop can send questions to its own address with its own texts. In the All shops or group context only an employee who manages every shop of it can save. One licence covers every shop of the installation.

6. Uninstall

Module Manager → **Product Question Form** → **Uninstall** removes the module's settings and its table. To keep the settings, use **Disable** instead.

7. FAQ and troubleshooting

The customer sees "Thank you", but no e-mail arrives. Check **Advanced Parameters** → **E-mail**: the shop must be allowed to send e-mails, and a test e-mail must arrive. Check the address in **Send questions to** and your spam folder.

Can I write the e-mail in my own words? Yes. Copy the folder `mails/<language>` of the module to `themes/<your-theme>/modules/ap_productquestion/mails/<language>` and edit the copies. Keep the `{...}` variables; in the HTML template use the ones ending with `_html`.

The customer can no longer send questions. They reached the limit of questions per hour. Raise **Questions per visitor and hour** if your customers ask many questions.

Can I send the questions to my CRM or helpdesk? Yes, with a small module of your own using the `actionApProductquestionBeforeSend` hook (see `README.md`).

Can I change how the form looks? Yes. Add CSS for the `.ap-productquestion` classes to your theme, or copy `views/templates/hook/form.tpl` to `themes/<your-theme>/modules/ap_productquestion/views/templates/hook/` and edit the copy.

8. Updates and support

Updates are free for life: download new versions from **My account** → **Order history** at addonspresta.com and upload them like a new module. Your settings are kept.

Support is included for 12 months from your order: write to mail@addonspresta.com or use the contact form at addonspresta.com (Monday to Friday, 10:00–16:00 CET; we usually answer within 2 business days). Please include your PrestaShop version, the module version and the steps that lead to the problem.