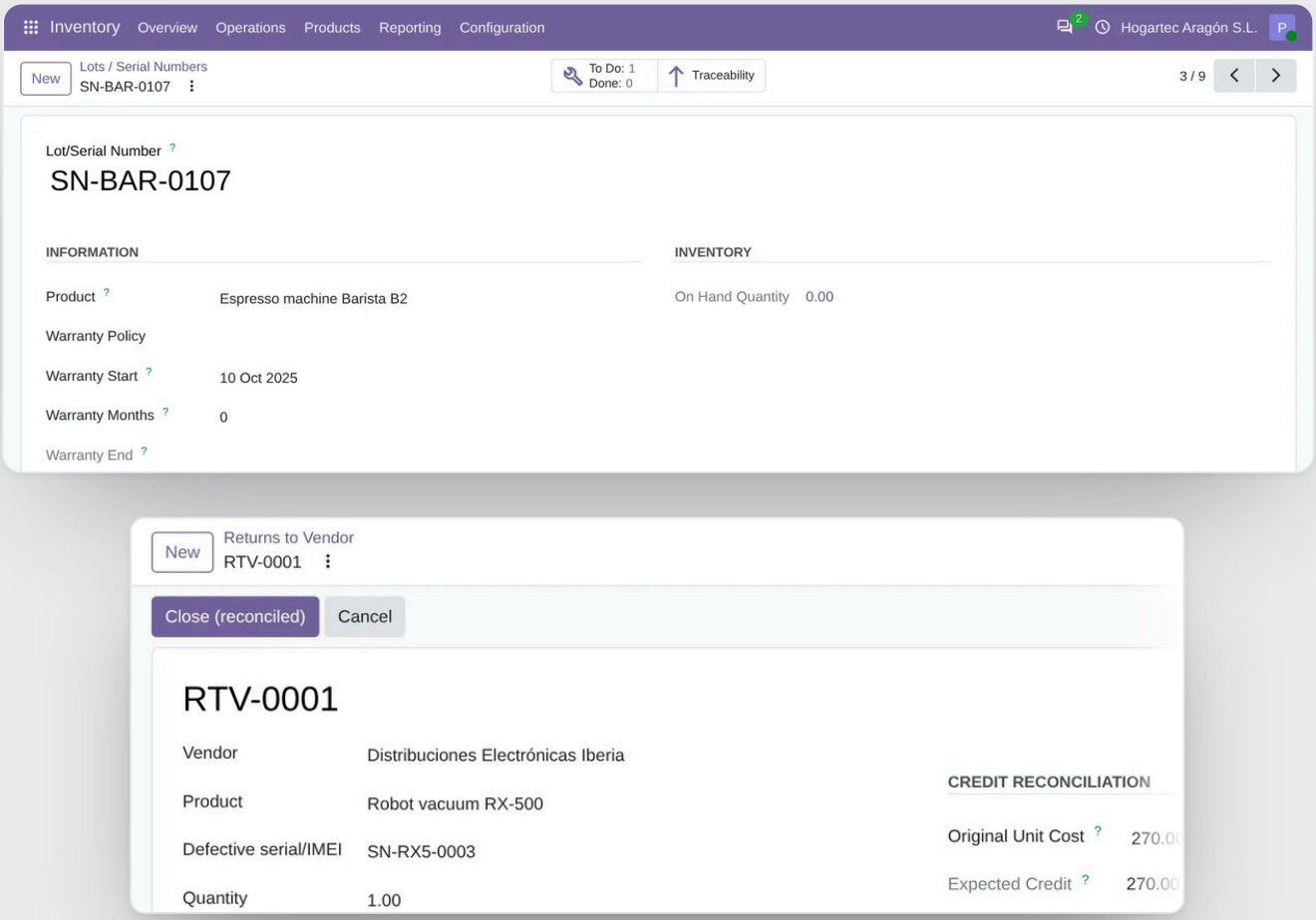
MODULE GUIDE · AFTER-SALES AND WARRANTY

Warranty & RMA for Odoo

The legal guarantee of each serial number, computed by FlexigoTech Cloud from its country and delivery date. Plus loaner units and returns to vendor.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 18-11-2026



Real Odoo 20 screenshot. One serial number with its legal guarantee calculated and a return to the vendor with the credit note variance.

Contents

On the right, the page where each chapter starts. Menu and button names are those of Odoo in English.

1	Who it is for and what it solves	3
2	The module in figures	4
3	Where you see it in your Odoo	5
4	What you need before you start	6
5	The FlexigoTech Cloud trial	6
6	Setting it up step by step	8
7	The legal guarantee of each serial number	10
8	Which countries are covered: national law, EU minimum or no rules	12
9	The extension after repair (Directive (EU) 2024/1799)	13
10	Your warranty policies and each unit's own warranty	14
11	Warranty or paid repairs	17
12	Lending units while you repair	18
13	Returns to vendor: from Draft to Closed	20
14	Balancing the credit to the cent: variance and closing	23
15	The data that goes out and comes back	24
16	What happens automatically	26
17	The module's options and where they are	26
18	Security and personal data	27
19	Several companies	28
20	If something fails	29
21	Other ways of doing it	30
22	Plans and pricing	30
23	Frequently asked questions	31
24	Glossary	33
25	Checklist and contact	35

This guide describes version 20.0.2.0.4 of the module (Odoo branch 20.0, commit 9957402c0). Everything in it comes from its published code, the platform's official documentation or real screenshots.

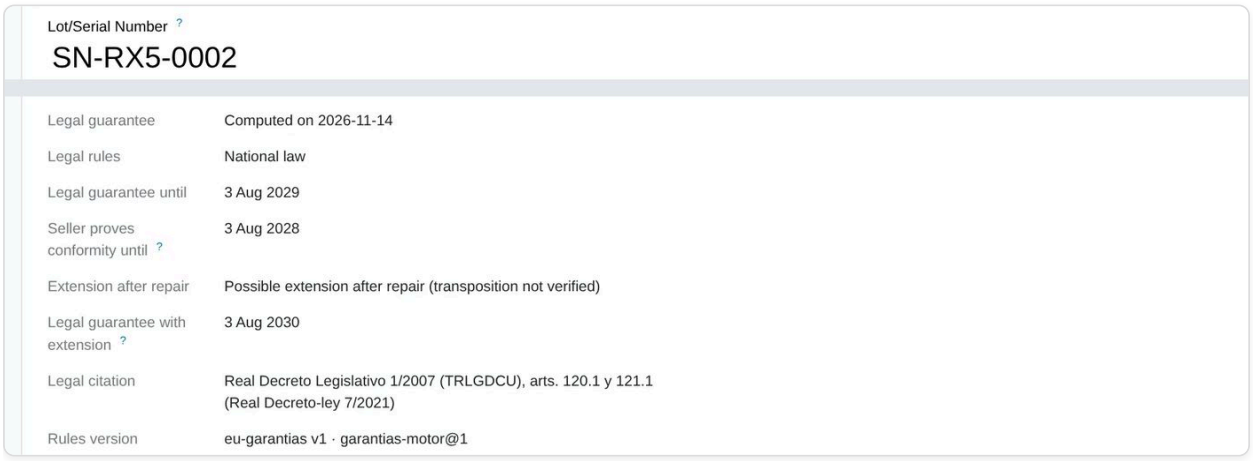
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to FlexigoTech Cloud. The module also has a version for Odoo 17, 18 and 19.

1 Who it is for and what it solves

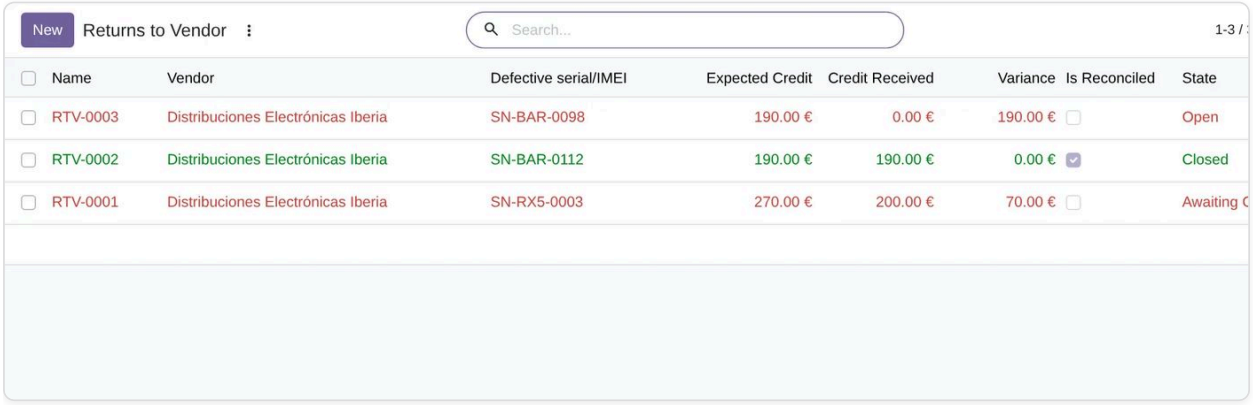
> The module needs a subscription to FlexigoTech Cloud or its 14-day trial, with no card required. FlexigoTech Cloud calculates the legal guarantee of each serial number.

Without the module, someone works out by hand how long each unit's legal guarantee lasts, according to the consumer law of the country. Then they decide, unit by unit, whether a repair is charged or not. Units lent out while being repaired get lost from view, and credit notes the supplier does not pay in full go unclaimed.

For each serial number the module stores its own guarantee, according to your policy, and the legal guarantee calculated by FlexigoTech Cloud, with the law cited and the version of the rules. When you choose the serial number on a repair, the **Under Warranty** tick box is ticked automatically if the unit is covered today. Loans and returns to the vendor have their own list, with their own numbering.



- **Real Odoo 20 screenshot.** One serial number with the legal guarantee until 3 Aug 2029 and the extension after repair marked as possible.



- **Real Odoo 20 screenshot.** The list of returns to the vendor, with the expected credit note, the amount received and the variance.

What changes day to day

- The legal guarantee of each unit is calculated on its serial number, with the law cited and the date of the calculation.
- A coffee machine delivered on 10-10-2025 in Spain has a legal guarantee until 10-10-2028, and the seller proves conformity until 10-10-2027.
- When you choose the serial number on the repair, the **Under Warranty** tick box is ticked or unticked according to today's coverage, and it can be changed by hand.

- Each loan carries its due date, and **Mark returned** records today as the return date.
- A return to the vendor where the vendor owes money is not closed: either you record the missing credit note or you cancel it.

What it does not do

- The warranty start date, the country and the policy are set by hand on each serial number: the module does not take them from delivery orders or sales.
- Returns to the vendor do not create delivery orders or credit notes: the credit note received is recorded by hand.
- Today Spain follows its own law and the rest of the EU follows the minimum of Directive (EU) 2019/771, marked as national period not verified. In other countries there are no rules and you decide.
- The extension after repair is shown as possible while the country's transposition has not been verified.
- Only the country, the delivery date and the dates of each unit's warranty repairs go to the cloud, and only when an administrator allows it.

MODULE GUIDE · WARRANTY & RMA

2 The module in figures

17, 18, 19 and 20
Odoo versions with a published branch

14
days of trial without a card

1,000
units at most per request to the cloud

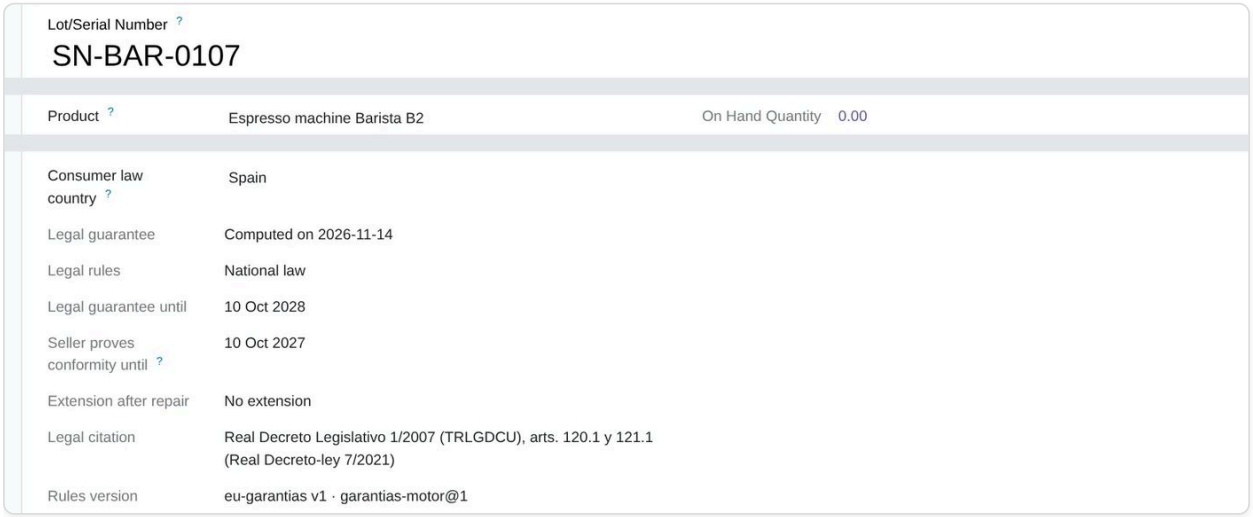
1
daily scheduled task

3380
lines of code

34
automated tests

The module relies on Inventory, Sales, Purchase, Invoicing, Contacts and Repairs, as well as the FlexigoTech Cloud base module. Odoo installs them with the module. All of them are Community apps, so it works for Odoo Community and for Enterprise.

3 Where you see it in your Odoo



- **Real Odoo 20 screenshot.** The serial number SN-BAR-0107 with its legal guarantee computed: «Legal guarantee until» and «Seller proves conformity until».

The module adds the **Warranty & RMA** menu to Odoo. It contains three entries:

Warranty & RMA › Warranty Policies	Your own warranty policies: name, country, months, warranty type, legal citation, from when they are valid and whether they are active.
Warranty & RMA › Returns to Vendor	The returns of defective units, with the expected credit, the received credit and the variance.
Warranty & RMA › Loaners	The units lent to a customer during a repair, with their deadline and whether they are overdue.

Outside its own menu, the module adds fields and the **Compute legal guarantee** button to the serial number, under **Inventory › Products › Lots / Serial Numbers**. On the repair order, tick the **Under Warranty** box when you choose the serial number. Under **Settings › Warranty & RMA**, an administrator gives the permission to send data to FlexigoTech Cloud. A daily scheduled task, **Warranty: legal guarantee from FlexigoTech Cloud**, recomputes the units that need it.

The module ships with Spanish. In other languages, its menus, fields and buttons appear in English, and Odoo's own screens appear in each user's language.

4 What you need before you start

- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online will not work, because it does not allow third-party modules to be installed.
- The Inventory, Sales, Purchase, Invoicing, Contacts and Repairs apps (if any is missing, Odoo installs it with the module) and the FlexigoTech Cloud base module.
- Products tracked by serial number. The warranty is managed per serial number, not per product.
- An administrator user. Only an administrator can give the permission to send data to FlexigoTech Cloud.
- A FlexigoTech Cloud subscription or its 14-day trial. This is the service that computes the legal guarantee of each unit.
- An administrator's permission under **Settings › Warranty & RMA**. Without it, no data leaves your Odoo.

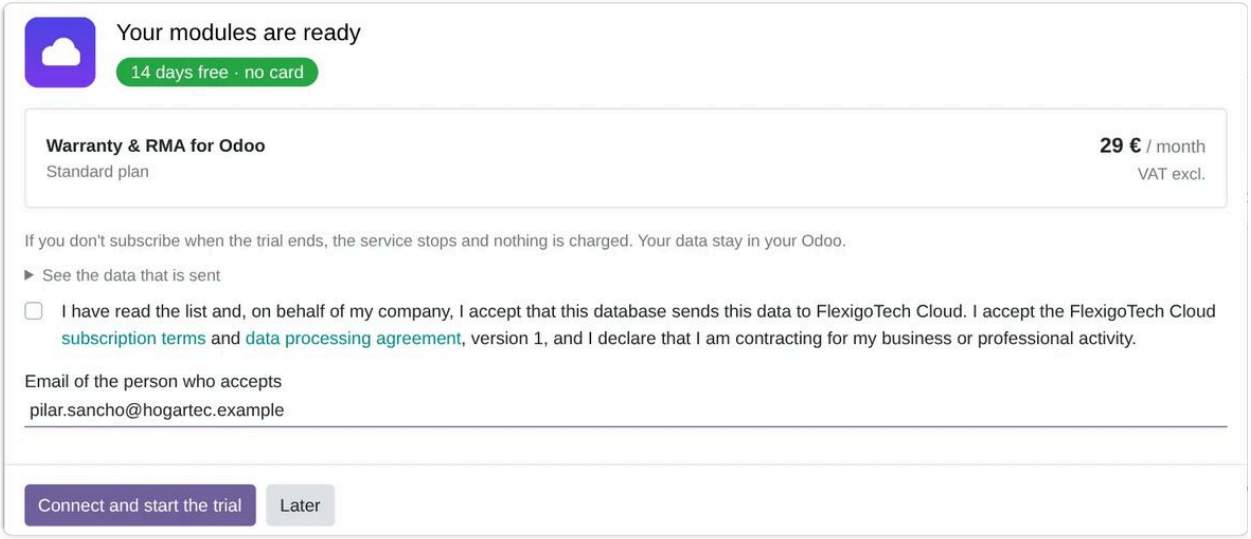
> What the module does not do for you: it does not fill in the warranty start date, the country or the policy by itself; you set them by hand on each serial number. It also does not create delivery orders or credit notes for returns to the vendor: you record the credit received yourself. And it does not work without the FlexigoTech Cloud trial or subscription.

It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs `flexigotech_cloud`, the connection to FlexigoTech Cloud, at the same time, together with the apps it depends on: Inventory, Sales, Purchase, Invoicing, Contacts and Repairs.

5 The FlexigoTech Cloud trial

1. **Click Activate in the top bar**

   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

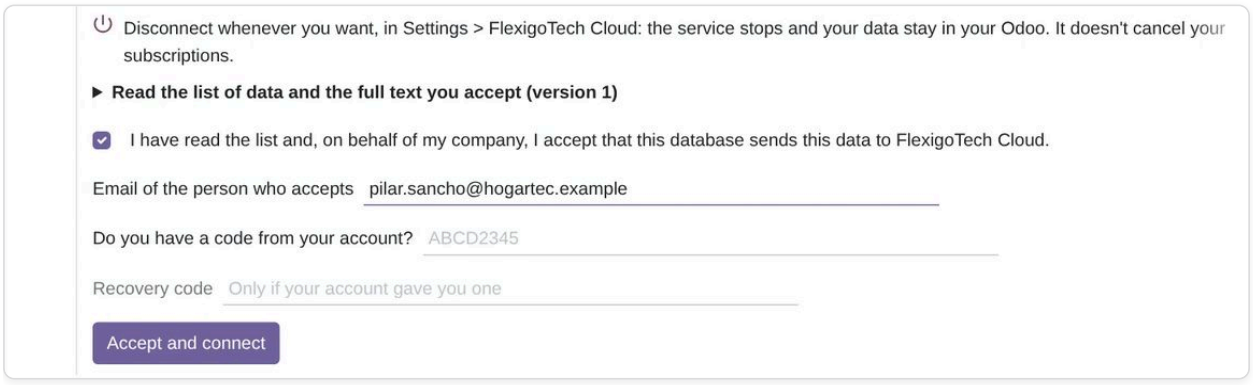
2. **Accept and enter your email**

Tick "I have read the list and, on behalf of my company..." (it includes the subscription terms and the data processing agreement) and type the **Email of the person who accepts**.

3. **Click Connect and start the trial**
   Odoo registers the database with FlexigoTech Cloud and the module trial begins. If you want to leave it for later, **Later** closes the window.

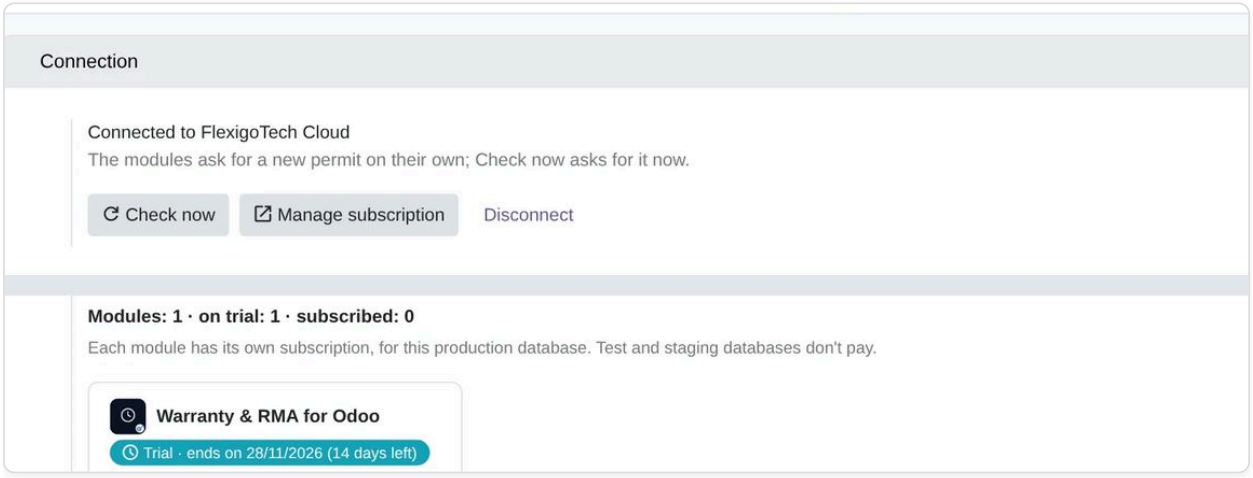
The same thing, from Settings

Under **Settings › FlexigoTech Cloud** you will find the full list of what the database sends. Tick the box, enter your email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the **Do you have a code from your account?** field links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

Once the database is connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, or **Subscribed**. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the module on trial.

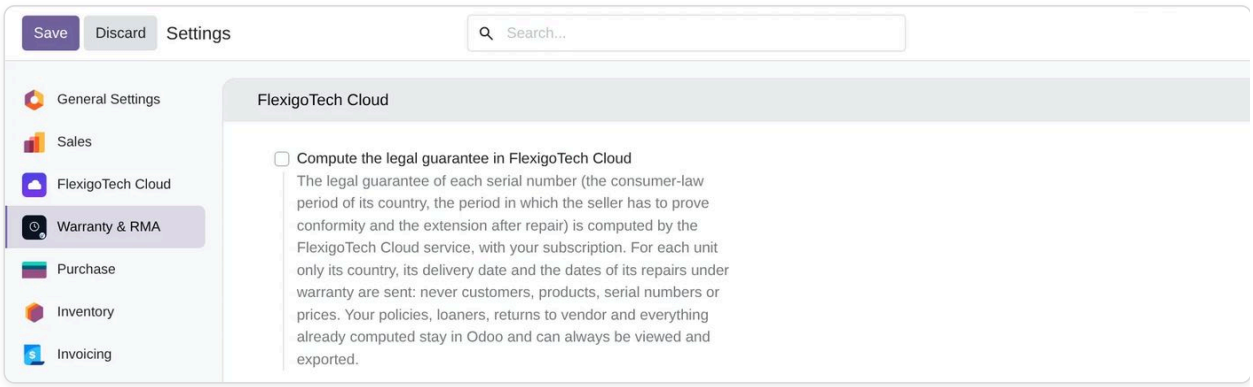
Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests the permission immediately (otherwise the module renews it by itself every 6 hours).

> A trial cannot be started on a neutralised copy (staging) or on a database with demo data: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

6 Setting it up step by step

1 Open the settings

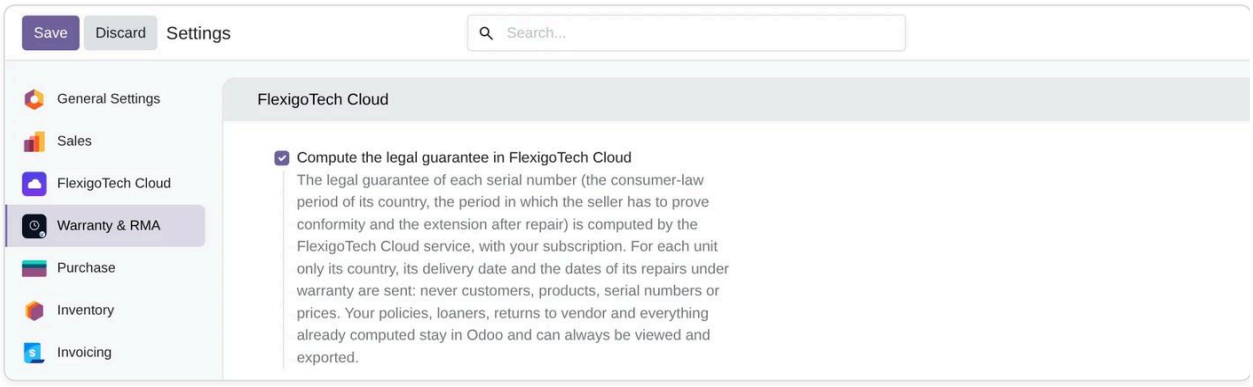
Go to **Settings** and find the **Warranty & RMA** block. The permission box is there.



- **Real Odoo 20 screenshot.** Odoo settings with the **Warranty & RMA** block and the **Compute the legal guarantee in FlexigoTech Cloud** box.

2 Tick the box and save

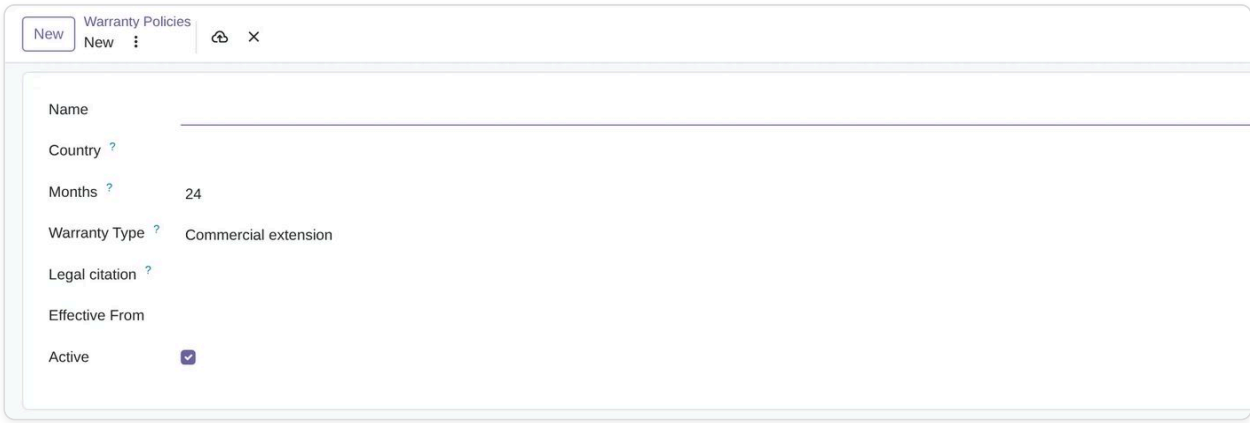
Tick **Compute the legal guarantee in FlexigoTech Cloud** and click **Save**. Until you do, nothing is sent to the cloud.



- **Real Odoo 20 screenshot.** The **Compute the legal guarantee in FlexigoTech Cloud** box ticked in the settings.

3 Create your warranty policies

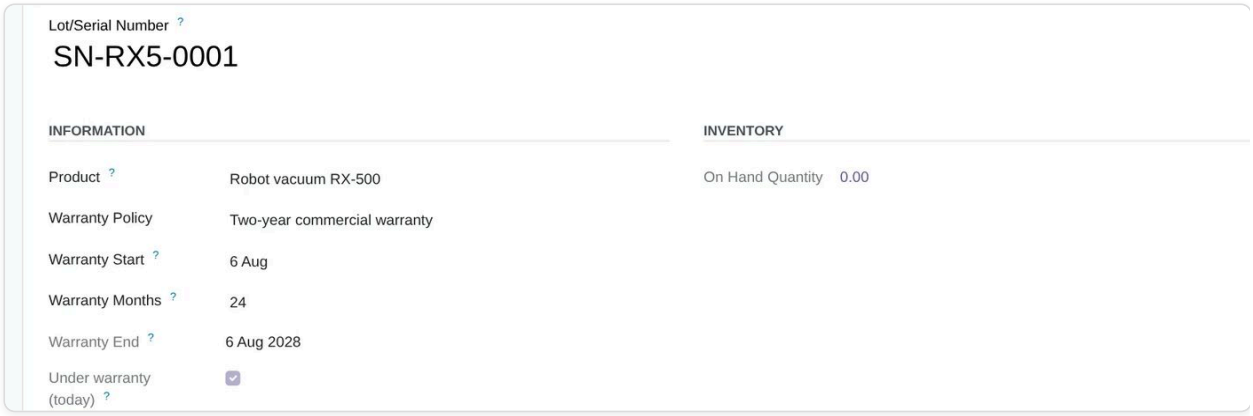
If you offer your own warranty, go to **Warranty & RMA › Warranty Policies** and create one for each warranty you offer, with its name and its months. A new installation does not come with any.



- **Real Odoo 20 screenshot.** Form for a new warranty policy.

4 Fill in each serial number

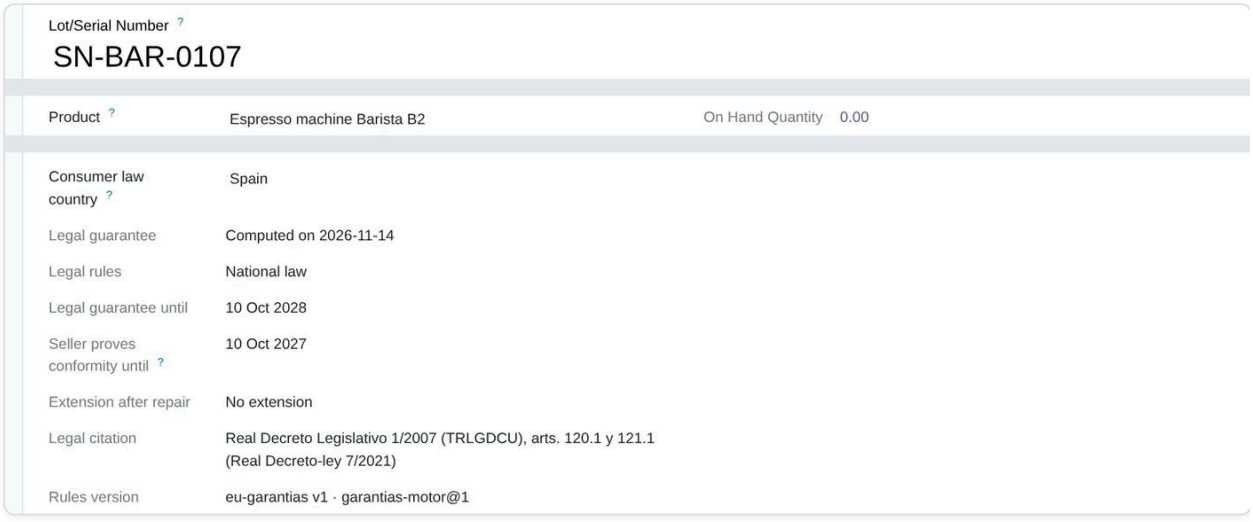
Under **Inventory › Products › Lots / Serial Numbers**, open each serial number and set **Warranty Start**, **Consumer law country** and **Warranty Policy**. The module does not take these data from delivery orders or sales, and the country defaults to the company's country.



- **Real Odoo 20 screenshot.** Serial number with its warranty policy and its warranty start.

5 Click Compute legal guarantee

On the serial number, click **Compute legal guarantee**. If the response checks out, **Legal rules**, **Legal guarantee until**, **Seller proves conformity until**, **Extension after repair**, **Legal citation** and **Rules version** are filled in, and the date of the computation appears.



- **Real Odoo 20 screenshot.** Serial number with the legal guarantee for Spain already computed.

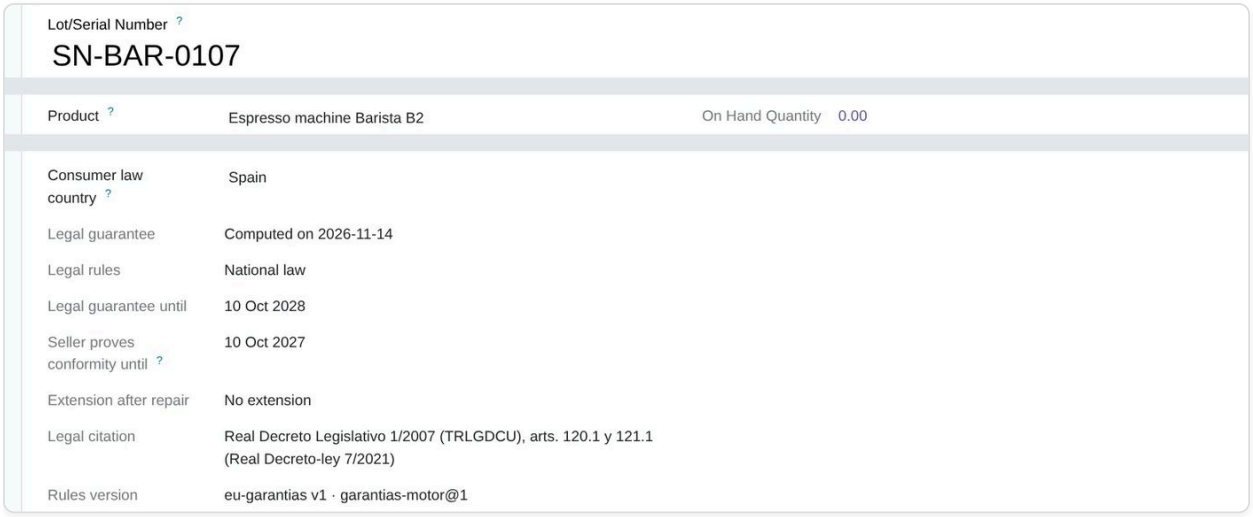
> The permission is given by an administrator, in Settings, and applies to the whole database. Without the permission, or without a trial or subscription, **Compute legal guarantee** changes nothing: it shows a warning.

After that, the scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day and recomputes, up to 5,000 units per run, those with a start date and country that were never computed, those computed more than 30 days ago and those whose delivery date, country or warranty repairs have changed. Without the service or without the permission, it does nothing.

> Only the country, the delivery date and the dates of the warranty repairs of each unit go to the cloud. Never customers, products, serial numbers or prices.

MODULE GUIDE · WARRANTY & RMA

7 The legal guarantee of each serial number



- **Real Odoo 20 screenshot.** A coffee machine with its legal guarantee already computed: **Legal guarantee until**, **Seller proves conformity until** and **Legal citation**.

For each unit, the computation gives the date until which its legal guarantee lasts, the date until which the seller proves conformity and the legal citation it rests on. It is only computed if the unit has **Warranty Start** and **Consumer law country**. Those two data and the **Warranty Policy** are set by hand on the serial number, under **Inventory › Products › Lots / Serial Numbers**. The country defaults to your company's country.

Where the computation comes from

- The scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day. It computes the units that were never computed, those computed more than 30 days ago and those whose delivery date, country or warranty repairs have changed.
- The **Compute legal guarantee** button on the serial number computes that unit straight away. For several at once, select them in the serial number list and choose **Compute legal guarantee (FlexigoTech Cloud)** from the actions menu.

The button on the record

Compute legal guarantee	It asks FlexigoTech Cloud to compute that unit. It is hidden if the unit has no **Warranty Start** or no **Consumer law country**.

What the serial number stores

Legal rules	**National law**, **EU minimum (national period not verified)** or **No rules for this country**.
Legal guarantee until	End of the legal guarantee.
Seller proves conformity until	Until that date, a defect is presumed to have existed at delivery.
Extension after repair	**No extension**, **Extended after repair** or **Possible extension after repair (transposition not verified)**.
Legal citation and **Rules version**	The law cited and the version of the rules used for the computation.

Steps

1. **Fill in the unit's data**
   Set **Warranty Start** and **Consumer law country** on the serial number.

2. **Click Compute legal guarantee or wait for the daily task**
   The result is stored on the serial number, together with its calculation date.

> Without an administrator's permission in **Settings › Warranty & RMA**, nothing is sent and the button shows a warning that links to the settings. Without a FlexigoTech Cloud trial or subscription, Odoo shows the service notice. In both cases nothing changes and the previously calculated values remain.

Record fields

Warranty Start	Date on which the unit was delivered to the consumer. The legal guarantee starts counting from here.
Consumer law country	Country whose law provides the unit's legal guarantee, normally where the consumer lives.
Warranty Policy, **Warranty Months** and **Warranty End**	Your own warranty. The months come from the policy and can be changed on each unit. The end date is the start plus the months. With 0 months there is no own warranty.
Under warranty (today)	Ticked if the unit is today within its own warranty or its legal guarantee.
Legal guarantee	It says "Computed on ..." with the date of the last computation, "Not computed (FlexigoTech Cloud): decide by hand" or "No legal rules for this country: decide by hand".

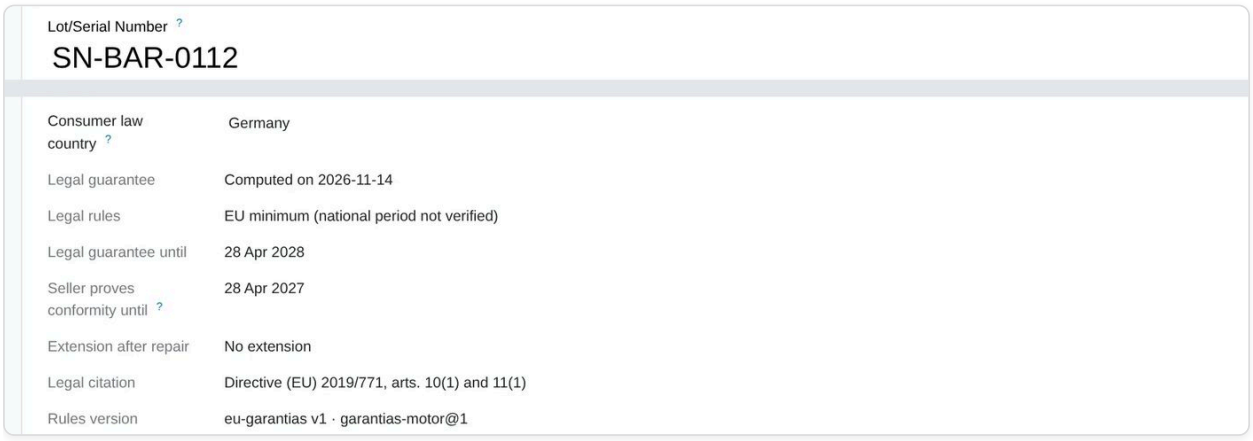
An end-to-end example

Coffee machine SN-BAR-0107 was delivered on 10 Oct 2025 in Spain. After **Compute legal guarantee**, its serial number shows **National law**, **Legal guarantee until** 10 Oct 2028 and **Seller proves conformity until** 10 Oct 2027.

It shows **No extension** and the citation of Royal Legislative Decree 1/2007 (TRLGDCU). The rules version is "eu-garantias v1 · garantias-motor@1".

MODULE GUIDE · WARRANTY & RMA

8 Which countries are covered: national law, EU minimum or no rules



- **Real Odoo 20 screenshot.** A serial number with the EU minimum rules and its legal citation.

The three cases

- **National law**: today, only Spain, with 3 years of legal guarantee and 2 years during which the seller proves conformity.
- **EU minimum (national period not verified)**: the rest of the EU, such as Germany, with the minimum of Directive (EU) 2019/771 (2 years of guarantee and 1 year during which the seller proves conformity), marked as national period not verified.
- **No rules for this country**: all other countries, such as the United States or the United Kingdom. The serial number says "No legal rules for this country: decide by hand".

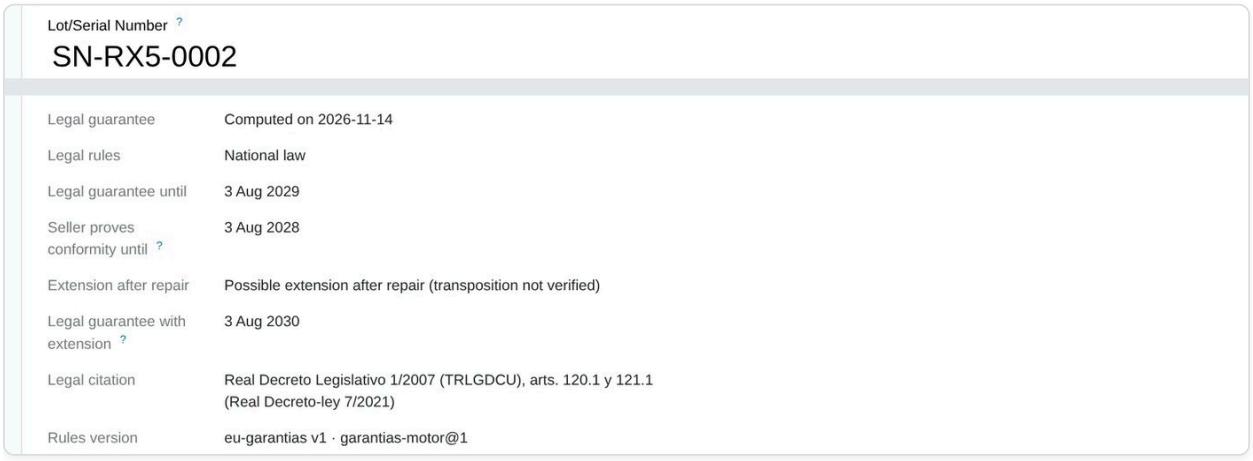


- **Real Odoo 20 screenshot.** A serial number from a country without rules: the legal guarantee is decided manually.

An end-to-end example

Coffee machine SN-BAR-0112 was delivered on 28 Apr 2026 to a consumer in Germany. It comes with **EU minimum (national period not verified)**: legal guarantee until 28 Apr 2028, the seller proves conformity until 28 Apr 2027 and the citation is that of Directive (EU) 2019/771. Mobile phone IMEI 490154203237518 was delivered on 15 Nov 2021 in the United States: it comes with **No rules for this country**, without dates, and you decide the legal guarantee yourself.

9 The extension after repair (Directive (EU) 2024/1799)



- **Real Odoo 20 screenshot.** Serial number SN-RX5-0002 with the extension marked as possible.

The extension is shown on the serial number, in **Inventory › Products › Lots / Serial Numbers**, next to the other legal guarantee data. The delivery date is taken as the contract date.

Where each piece of data comes from

It is not typed by hand: the legal guarantee fields are read-only. FlexigoTech Cloud calculates them with your subscription, based on the country, the delivery date and the dates of the repairs done under warranty.

- The scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day and recalculates the units whose warranty repairs have changed.
- After a warranty repair, the **Compute legal guarantee** button recalculates the unit immediately.

What the record shows

Extension after repair	Shows whether the extension does not exist, has been applied or is possible.
Legal guarantee until	End of the legal guarantee without extension.
Legal guarantee with extension	The date that would result with the 12 extra months.

Extension states

- **No extension**: there is no extension for this unit.
- **Extended after repair**: the extension has been applied and counts as the end of the legal guarantee.
- **Possible extension after repair (transposition not verified)**: the country's transposition has not been checked. The date with extension is the one it would give, but the legal guarantee without extension is the one that counts.

What the rule says and what the module does

Directive (EU) 2024/1799 adds 12 months once when the unit is repaired as a corrective measure. It applies to contracts from 31-07-2026. The module takes the delivery date as the contract date. To decide whether there is an extension, FlexigoTech Cloud looks at the scheduled dates of completed repairs with the **Under Warranty** box ticked.

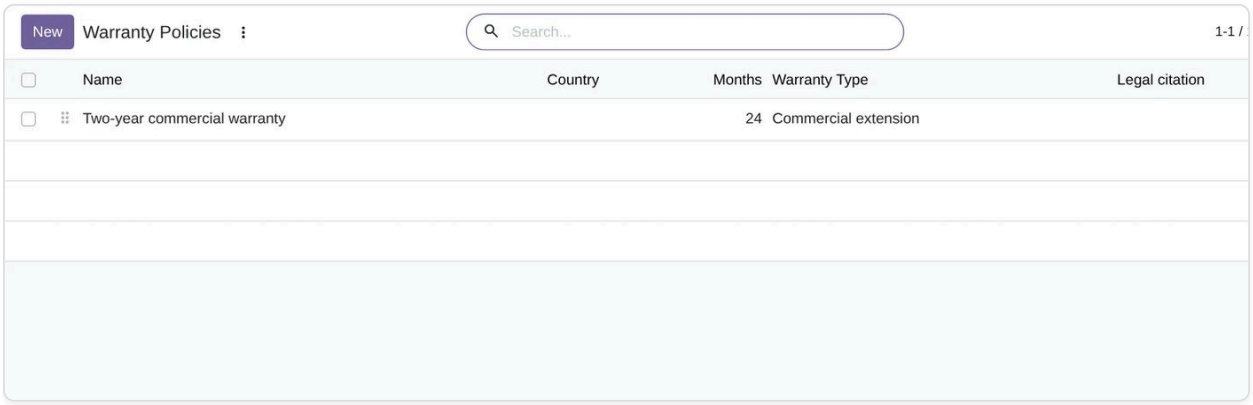
Example

Robot SN-RX5-0002 was delivered on 3 Aug 2026 and has a completed warranty repair, WH/RO/00004. The rules are those of **National law**. Its **Legal guarantee until** is 3 Aug 2029 and **Seller proves conformity until** is 3 Aug 2028. The extension shows as **Possible extension after repair (transposition not verified)** and the **Legal guarantee with extension** would be 3 Aug 2030. While it stays "possible", **Under warranty (today)** uses 3 Aug 2029. With the extension **Extended after repair**, it would be 3 Aug 2030. The legal citation lists Royal Legislative Decree 1/2007 (TRLGDCU).

MODULE GUIDE · WARRANTY & RMA

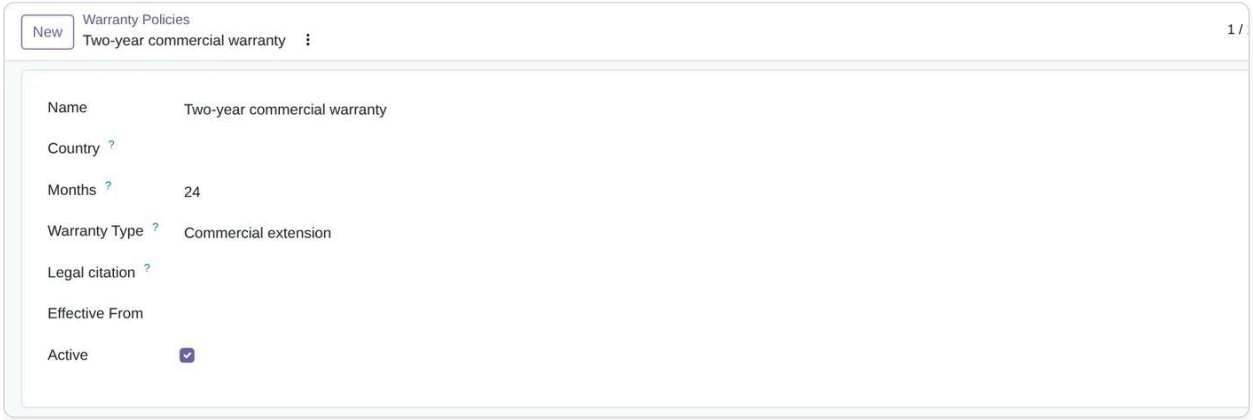
10 Your warranty policies and each unit's own warranty

Go to **Warranty & RMA › Warranty Policies**. A new installation does not come with any policy: you create them. The policy's months are the starting values for each serial number, and they can be changed per unit there. The end of the own warranty is the start date plus those months.



- **Real Odoo 20 screenshot.** The **Warranty Policies** list with the policy "Two-year commercial warranty".

No task or button brings in the policies: you write them by hand and choose one on each serial number.



- **Real Odoo 20 screenshot.** The form of a policy, with **Months**, **Warranty Type** and **Legal citation**.

Policy fields

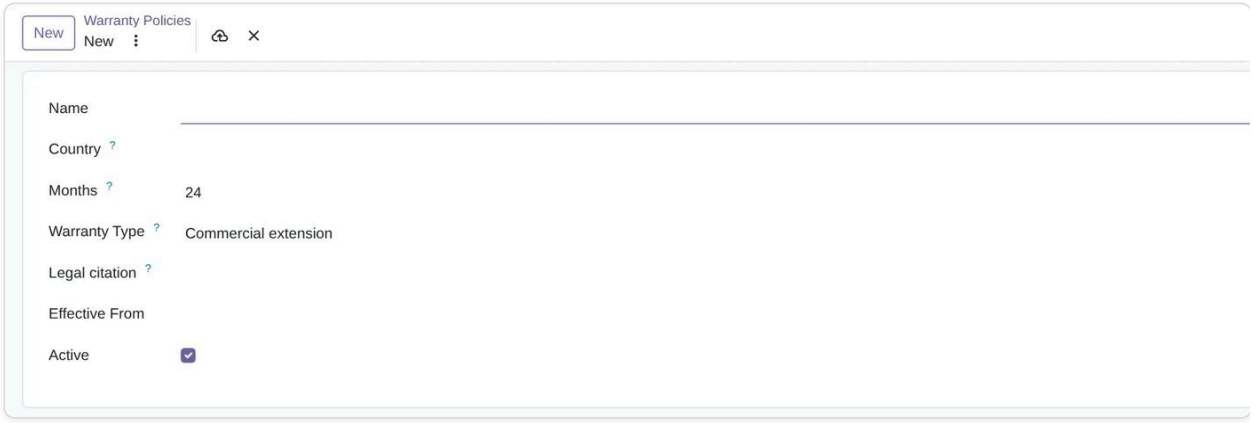
Name	What you call the policy. It is mandatory.
Country	Information from you, to know which country the policy applies to. The module does not use it in any calculation.
Months	Length of the warranty in months, counted from the delivery date. It is mandatory and must be greater than 0.
Warranty Type	**Commercial extension**, **Legal (EU minimum)** or **Legal (national)**. It defaults to **Commercial extension**.
Legal citation	Law and article from which the period comes. It is mandatory for both legal types.
Effective From	From when you offer the policy. This is also information from you: it does not change any date.
Active	Box that is ticked by default.

The policy has no states: it is either active or not, depending on the **Active** box.

Creating a policy

1. **Open Warranty & RMA › Warranty Policies**
   The list of policies opens.

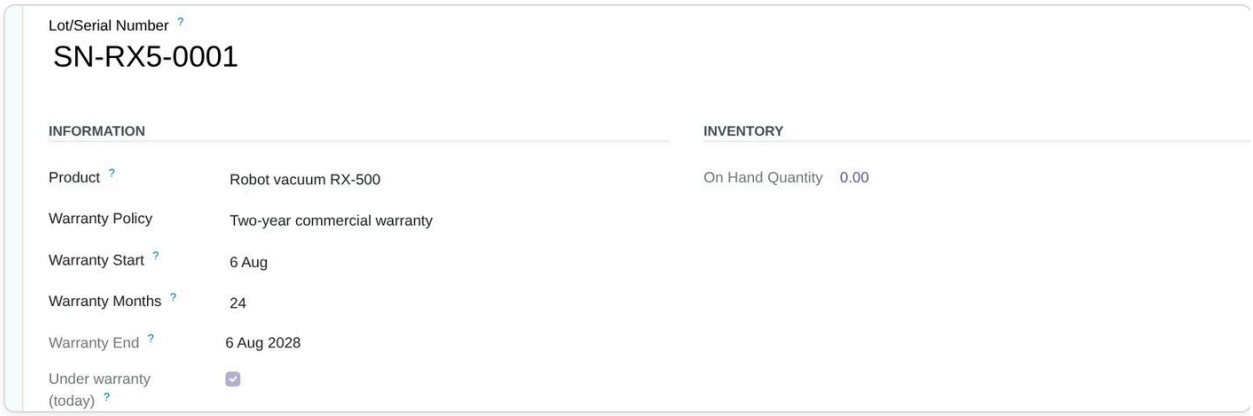
2. **Click New**
   An empty form opens.



- **Real Odoo 20 screenshot.** Form of a new policy, with **Name**, **Country** and **Months**.

3. **Fill in the fields**
   Enter **Name**, **Months** and **Warranty Type**. If the type is legal, add the **Legal citation**.

4. **Assign it to a serial number**
   Select it in the **Warranty Policy** field of the serial number. The months come from the policy and can be changed on that unit.



- **Real Odoo 20 screenshot.** A serial number with its **Warranty Policy** and its **Warranty End**.

> A legal type without a **Legal citation** will not save: Odoo shows "A legal guarantee policy must carry a primary-source citation (legal_ref).". A legal type also does not replace the unit's legal guarantee: FlexigoTech Cloud calculates that one based on the serial number's country. If you change the months of a policy, its serial numbers take the new ones, including those you had changed by hand.

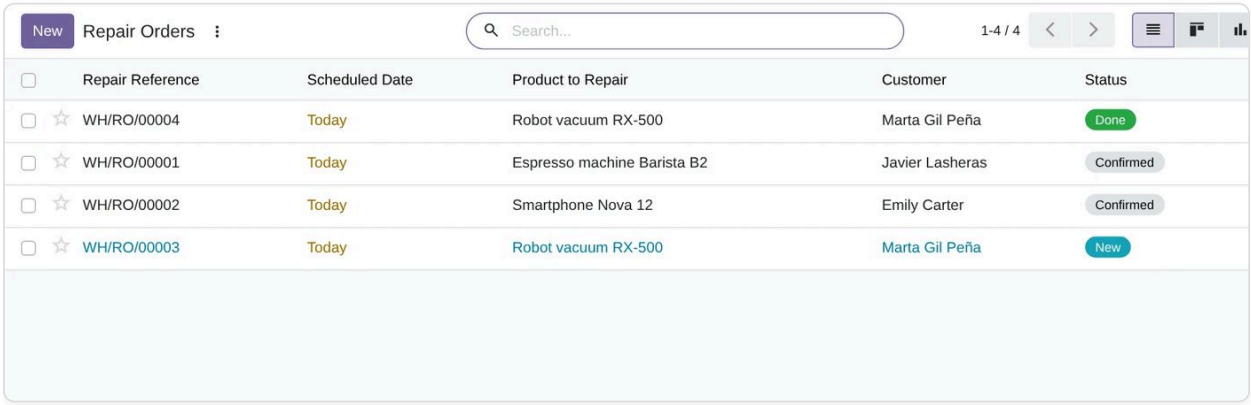
What each warranty type means

TYPE	MEANING
Commercial extension	Your own warranty, the one you offer on top of the law. It is the default type.
Legal (EU minimum)	Documents a legal period that you maintain yourself. It does not replace the calculation for each unit.
Legal (national)	Same as the previous one, for a national law period that you maintain yourself.

An end-to-end example

You create the policy "Two-year commercial warranty", of type **Commercial extension**, with the 24 months it has by default. On serial number SN-RX5-0001 you select that policy and set the **Warranty Start** to 6 Aug 2026. The **Warranty End** is filled in automatically: 6 Aug 2028. Its **Legal guarantee until**, 6 Aug 2029, does not depend on the policy.

11 Warranty or paid repairs



- **Real Odoo 20 screenshot.** List of repair orders, with their product, customer and state.

Where the value comes from

The box is set when you choose the serial number on the repair form. The module checks whether that unit is covered today by your own warranty or by its already calculated legal guarantee. If it is, it ticks the box. If not, it unticks it.

What the box does in Odoo

In Odoo, **Under Warranty** is a box that is ticked by hand. If it is ticked, the sale price is set to 0 on all products that move from the repair order to the quotation. This module ticks it when you choose the serial number, and afterwards you can change it by hand.

Steps

1. **Open the repair order**
   Open the repair order you want to prepare.

2. **Choose the serial number**
   When you choose it, the **Under Warranty** box is ticked or unticked according to the unit's coverage today.

3. **Check the box**
   If you disagree with the module's decision, change it by hand.

4. **Continue with the quotation**
   With the box ticked, the products go to the quotation at 0. With the box unticked, the quotation carries the sale price.

> An uncalculated legal guarantee does not count: if FlexigoTech Cloud has not calculated the unit, the box only takes your own warranty into account. Check the legal guarantee manually before charging for a repair.

When the unit counts as covered

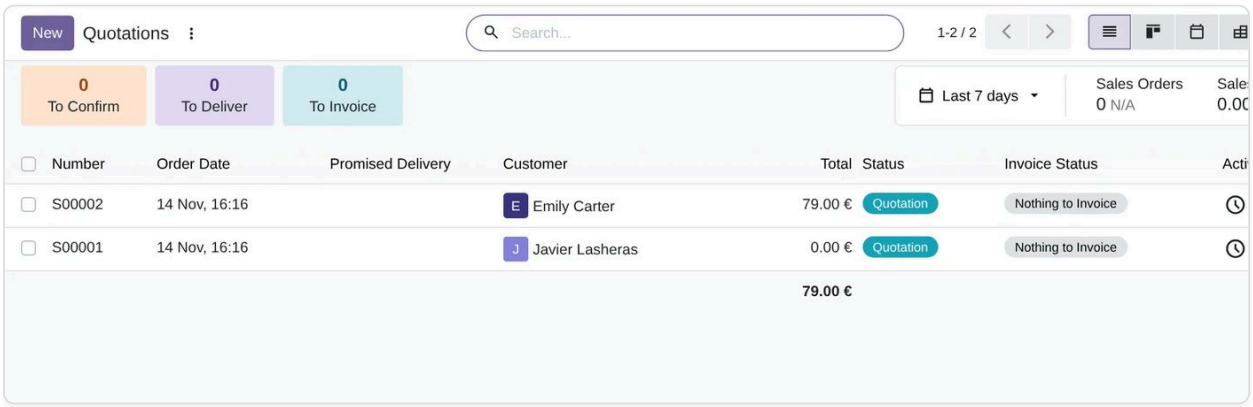
On the serial number, **Under warranty (today)** is ticked if today the unit is within its own warranty or its legal guarantee. Your own warranty ends on **Warranty End**, which is the **Warranty Start** plus the **Warranty Months**.

The legal guarantee with extension only counts when **Extension after repair** is **Extended after repair**. If it is **Possible extension after repair (transposition not verified)**, the legal guarantee without extension counts.

Example from start to finish

In the sample list, WH/RO/00001 is the coffee machine SN-BAR-0107, under statutory warranty until 10 Oct 2028: when you select its serial number, the tick box is ticked. WH/RO/00002 is the mobile phone IMEI 490154203237518, from the United States and without its own warranty: the tick box is unticked.

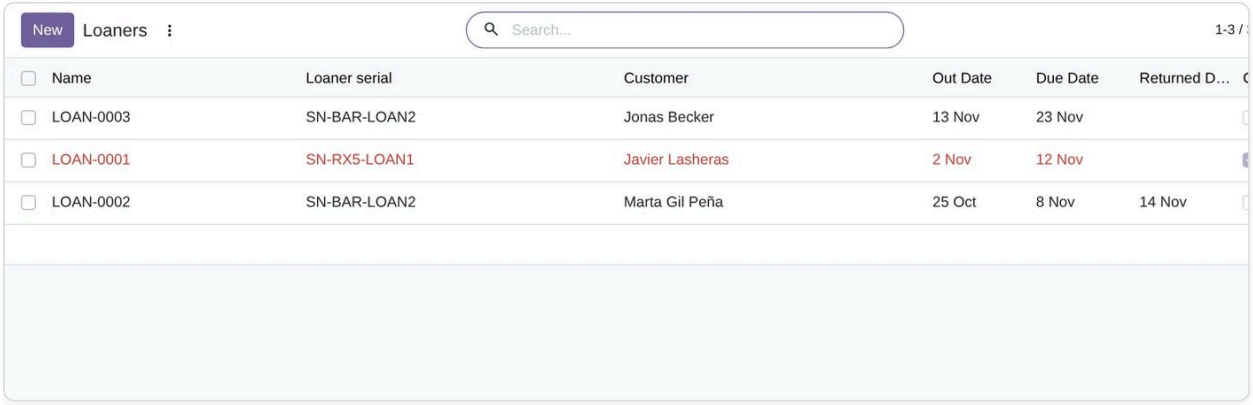
The two repairs both use the same part, a battery at €79. Its quote comes to €0 on the coffee machine (S00001) and €79 on the phone (S00002).



- **Real Odoo 20 screenshot.** Sample quotes: S00001 at €0.00 and S00002 at €79.00.

MODULE GUIDE · WARRANTY & RMA

12 Lending units while you repair



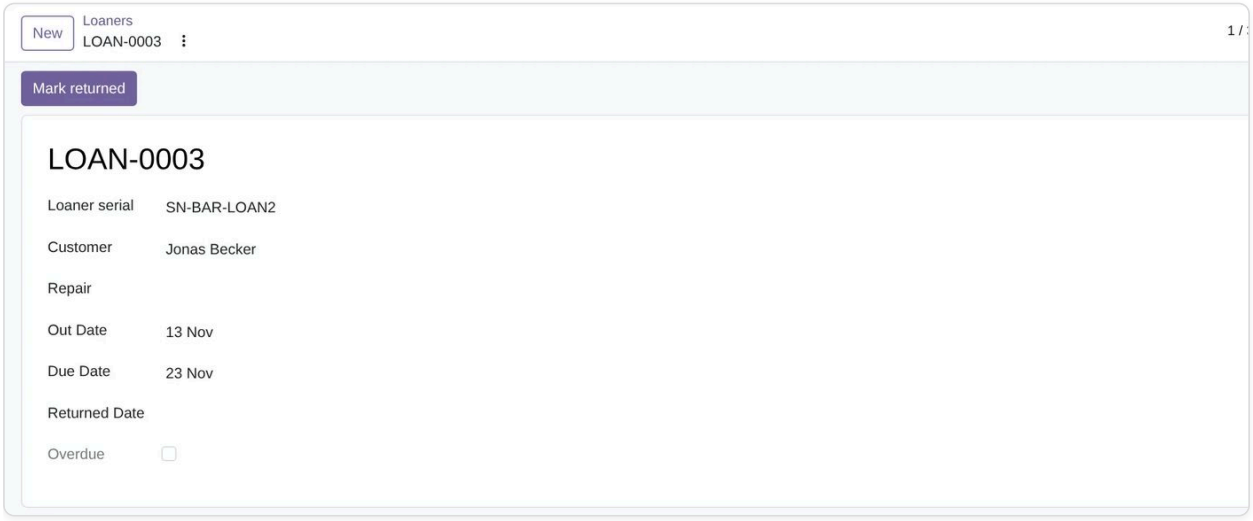
- **Real Odoo 20 screenshot.** The **Loaners** list with its records, one of which is already returned.

Go to **Warranty & RMA › Loaners**. Each row is a loan with its number, which starts at LOAN-0001 and runs in order. A person fills in all the data when creating the loan, except the number, which Odoo assigns. No scheduled task creates or changes loans.

What each loan holds

Name	The loan number. It is set automatically on saving and cannot be changed.
Loaner serial	The unit you leave with the customer. This is required.
Customer	Who you lend it to.
Repair	The repair order the loan is linked to.
Out Date	The day the unit leaves. It is required and defaults to today's date.
Due Date	The day it must come back.
Returned Date	The day it came back. It is filled in by **Mark returned**.
Overdue	It is ticked if, when calculated, the due date has already passed and there is no returned date.

Marking a loan as returned



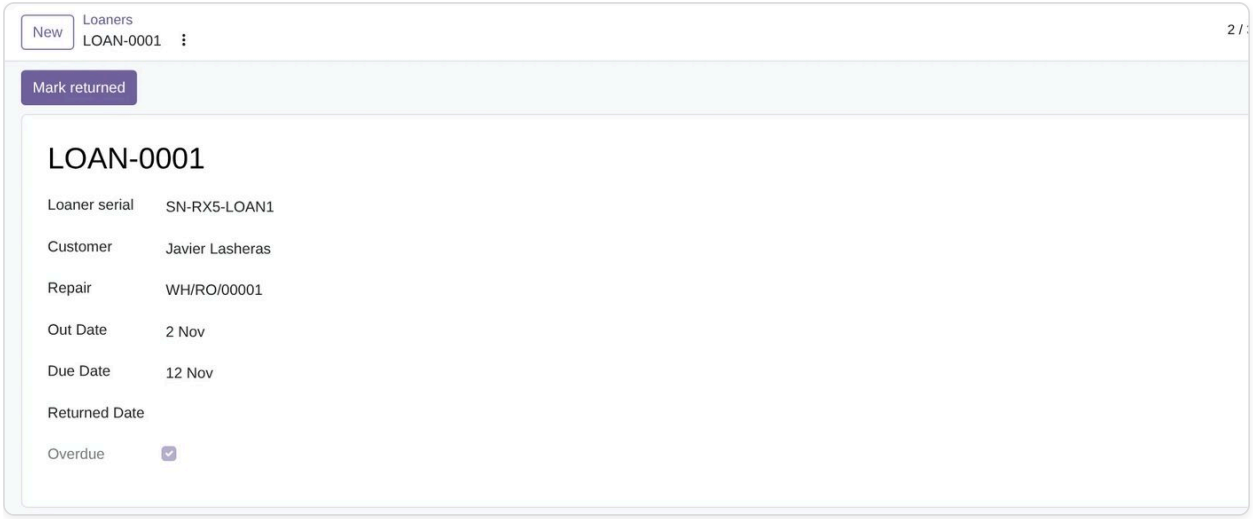
- **Real Odoo 20 screenshot.** Loan LOAN-0003 open, with the **Mark returned** button.

1. **Open the loan**
   Go to **Warranty & RMA › Loaners** and click the row.
2. **Click Mark returned**
   Odoo saves today's date as the **Returned Date**.
3. **Check the record**
   The button disappears once the loan has a returned date.

Statuses

A loan has no statuses of its own. It is open while it has no **Returned Date** and returned once it does.

> **Overdue** is calculated when the loan is created and when its **Due Date** or **Returned Date** changes. No task recalculates it: if the due date passes later, the tick box will not tick by itself.



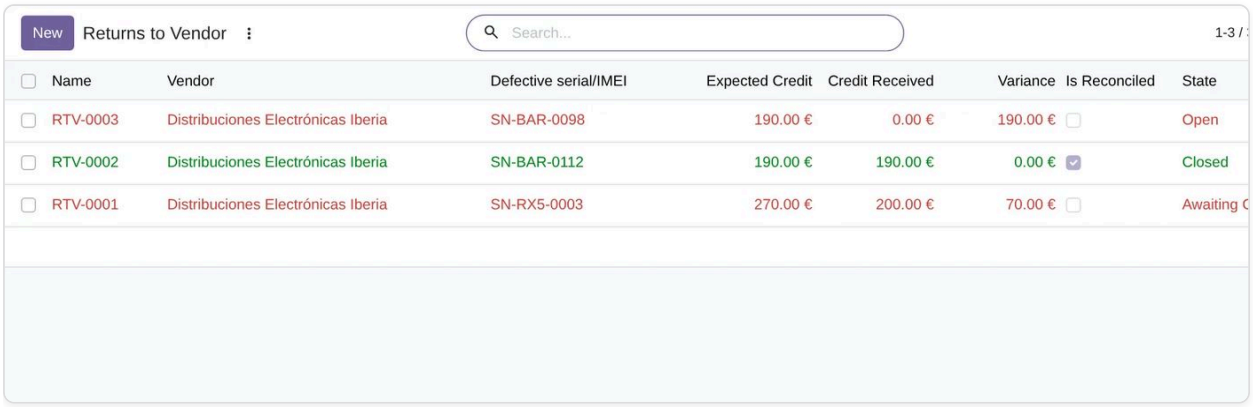
- **Real Odoo 20 screenshot.** Loan LOAN-0001, with out date 2 Nov and due date 12 Nov.

An example from start to finish

LOAN-0001 lends SN-RX5-LOAN1 to Javier Lasheras: out date 2 Nov, due date 12 Nov, no returned date and marked as **Overdue**. LOAN-0003 lends SN-BAR-LOAN2 to Jonas Becker: out date 13 Nov, due date 23 Nov. LOAN-0002 previously lent the same SN-BAR-LOAN2 to Marta Gil Peña and already has a returned date. When you receive a unit, you open its loan and click **Mark returned**: Odoo sets that day's date and the button is hidden.

MODULE GUIDE · WARRANTY & RMA

13 Returns to vendor: from Draft to Closed



- **Real Odoo 20 screenshot.** The **Returns to Vendor** list with three returns and their expected credit, credit received and variance.

Go to **Warranty & RMA › Returns to Vendor**. Click **New**, choose the **Vendor** and the **Defective serial/IMEI** and enter the **Quantity**. On saving, Odoo sets the name using the numbering that starts at RTV-0001.

No data comes from a scheduled task or from the cloud: you enter it yourself. The only help is the **Original Unit Cost**: if you leave it empty and choose a serial number, on saving Odoo sets the cost of that serial number (or the product's cost if it has none), and you can change it by hand. You record the **Credit Received** yourself when the vendor's credit reaches you.

Record buttons

Send back to vendor	Moves the return from **Draft** to **Open**. Only shown in **Draft**.
Awaiting Credit	Moves from **Open** to **Awaiting Credit**. Only shown in **Open**.
Close (reconciled)	Moves from **Awaiting Credit** to **Closed**. Only shown in **Awaiting Credit**.
Cancel	Moves the return to **Cancelled**. Hidden when it is already **Closed** or **Cancelled**.

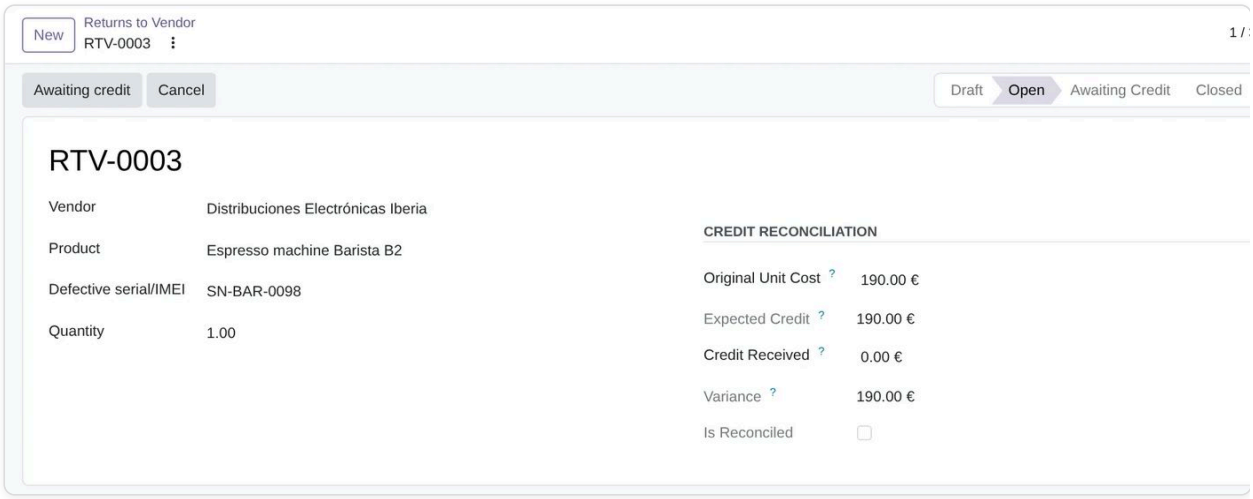
Statuses

The return moves through **Draft**, **Open** and **Awaiting Credit** to **Closed**. At any point before closing it can end as **Cancelled**.

How to use it

1. **Create the return**

   Choose vendor, product, serial number and quantity. If you leave the original cost empty, it is filled in on saving.



- **Real Odoo 20 screenshot.** A return with its **Original Unit Cost** and the **Credit reconciliation** group.

2. **Click Send back to vendor**

   The return moves to **Open**.

3. **Click Awaiting Credit**

   Use it when the vendor has the unit and the credit is outstanding.

4. **Record the Credit Received**

   You type the amount by hand. **Expected Credit** is the original cost times the quantity, to the cent, and **Variance** is expected minus received.

5. **Click Close (reconciled)**

   The return moves to **Closed**.

> The module does not create the outgoing delivery order nor link to the vendor's credit note: the credit received is recorded by hand.

The record and the list

Vendor	Required. This is who owes you the credit.
Defective serial/IMEI and Product	The unit you are returning.
Quantity	Required. Defaults to 1 on creation.
Original Unit Cost	What you paid for that serial number.
Expected Credit	Original cost times quantity, to the cent. Calculated automatically.
Credit Received	The amount the vendor has credited you. You record it by hand.
Variance	Expected minus received. Positive means the vendor has credited you less and there is money to claim.
Is Reconciled	Ticked automatically when the variance is exactly £0.00.

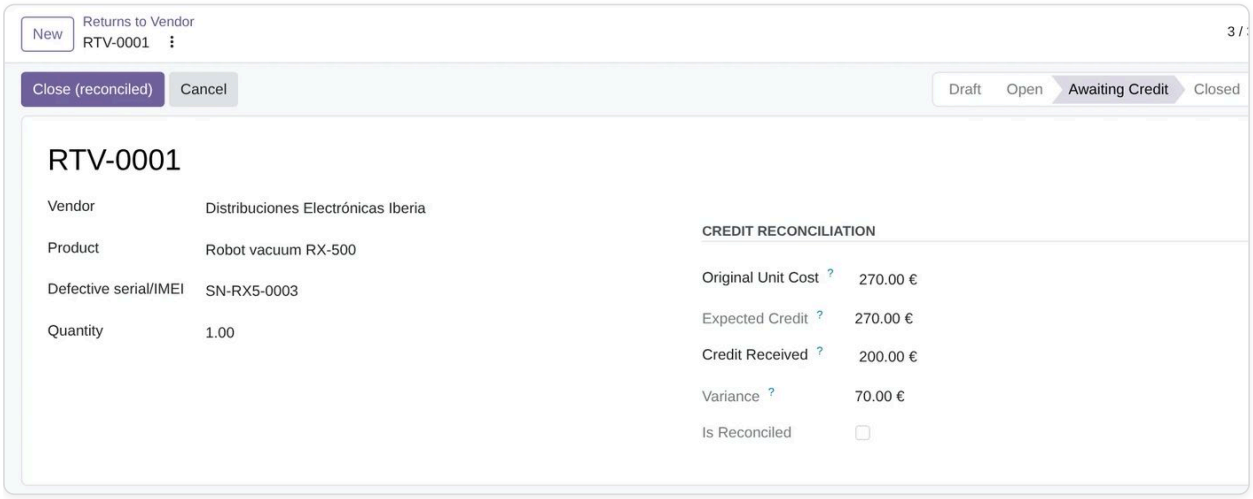
The four credit figures are grouped together under **Credit reconciliation**. In the list, returns with a positive variance show in red and reconciled ones in green.

An example from start to finish

The sample list has three returns to Distribuciones Electrónicas Iberia, each at a different point in the process. RTV-0003, for the coffee machine SN-BAR-0098, is in **Open**: it has already left for the vendor and there is no credit yet. RTV-0001, for the robot SN-RX5-0003, is in **Awaiting Credit**. RTV-0002, for the coffee machine SN-BAR-0112, is **Closed**: the vendor credited the expected €190.00.

14 Balancing the credit to the cent: variance and closing

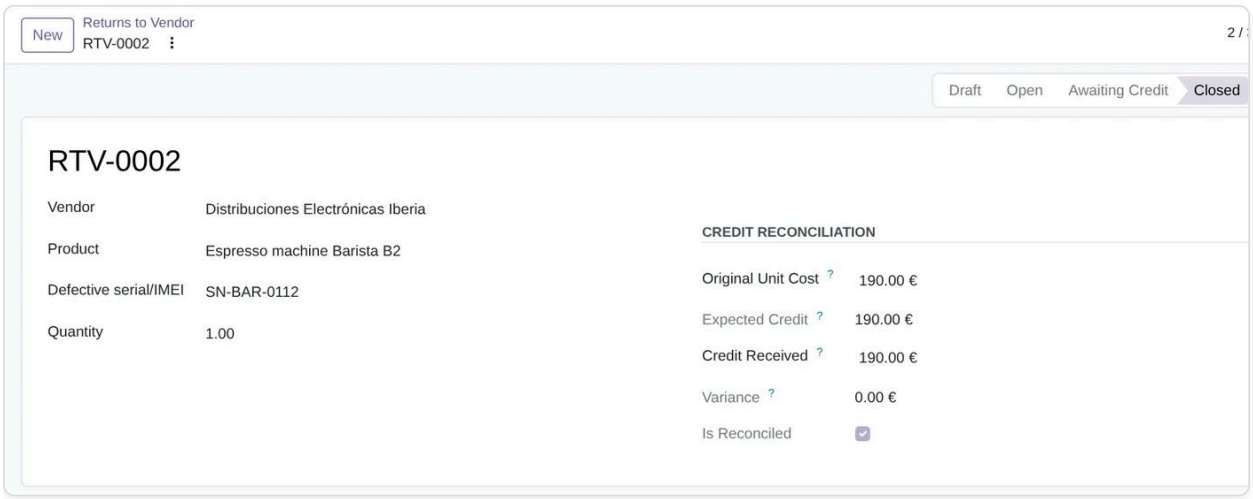
Open the list at **Warranty & RMA › Returns to Vendor**. Each return is numbered automatically when created. The reconciliation figures appear in the **Credit reconciliation** group of the form and, in the list, in the columns **Expected Credit**, **Credit Received** and **Variance**.



- **Real Odoo 20 screenshot.** A return in **Awaiting Credit**: the expected credit is £270.00, the received £200.00 and the variance £70.00.

Where each figure comes from

Original Unit Cost	If you create the return with a serial number and no cost, on saving Odoo sets the cost of that serial number or, if it has none, the product's cost. You can change it by hand.
Expected Credit	Calculated automatically: original unit cost times quantity, to the cent.
Credit Received	You record it by hand with what the vendor has actually credited you.
Variance	Calculated automatically: expected credit minus credit received. If positive, the vendor has credited you less.
Is Reconciled	Tick box set automatically when the variance is exactly £0.00.



- **Real Odoo 20 screenshot.** RTV-0002 in **Closed**: the credit received equals the expected credit and the variance is £0.00.

> You cannot write off a difference. With the vendor owing you, you can only wait for the rest of the credit or cancel the return.

Calculations use exact decimals and are rounded to the penny, with halves rounded up. A negative variance means the vendor has credited you too much: the return can still be closed, but it will not show as **Is Reconciled**.

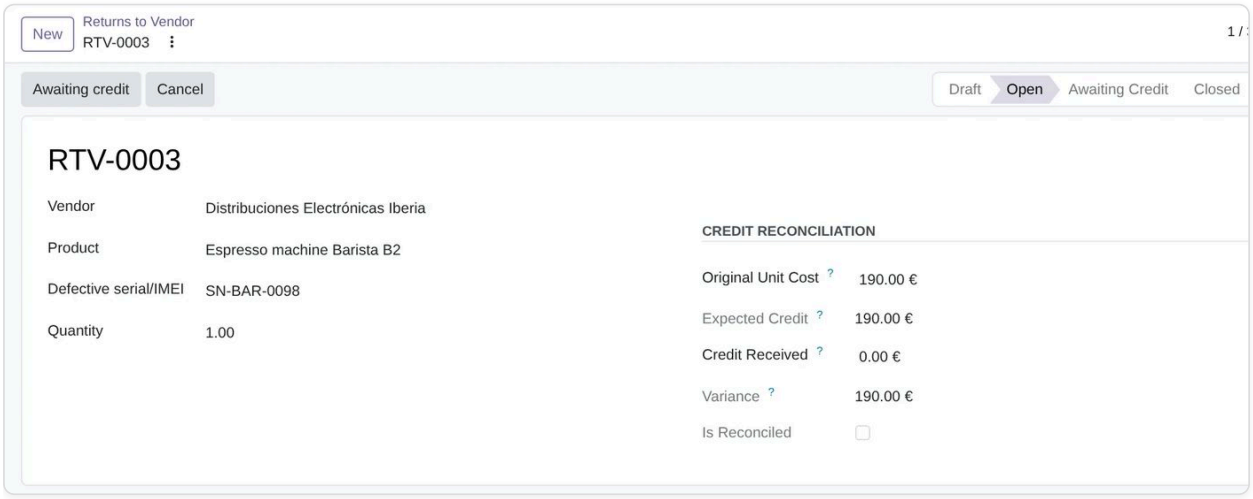
The closing rules

- The **Close (reconciled)** button only appears in **Awaiting Credit**.
- It only closes if the variance is not positive: with the variance at £0.00 or negative. With a positive variance, Odoo refuses to close because the vendor still owes you money.
- **Cancel** works in any status except **Closed** and **Cancelled**.

An example from start to finish

Return RTV-0001 is for serial number SN-RX5-0003. The original unit cost is £270.00 and the quantity is one unit, so the expected credit is £270.00. The vendor credits only £200.00 and the variance is £70.00: money still to claim. The return is in **Awaiting Credit** and the **Close (reconciled)** button will not let you close it while those £70.00 remain. When the vendor credits the rest and you record the **Credit Received**, the variance reaches £0.00 and you can close it.

RTV-0002 shows the resolved case: £190.00 expected, £190.00 received, a variance of £0.00 and status **Closed**. RTV-0003 is in **Open**: no credit has been received yet and the variance is £190.00.



- **Real Odoo 20 screenshot.** RTV-0003 in **Open**: expected credit of €190.00, credit received of €0.00 and variance of €190.00.

MODULE GUIDE · WARRANTY & RMA

15 The data that goes out and comes back

DATA	DIRECTION	WHEN
Country code of the unit's consumer law	From your Odoo to FlexigoTech Cloud	When you press **Compute legal guarantee**, with the list action and in the daily task

DATA	DIRECTION	WHEN
Delivery date (the warranty start)	From your Odoo to FlexigoTech Cloud	As above
Dates of repairs done under warranty (those finished with the Under Warranty box ticked)	From your Odoo to FlexigoTech Cloud	As above
Legal rules (National law, EU minimum (national period not verified) or No rules for this country)	From FlexigoTech Cloud to your Odoo, on the serial number	When the signed response is checked
Legal guarantee until	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Seller proves conformity until	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Extension after repair	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Legal guarantee with extension	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Legal citation	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Rules version (for example "eu-garantias v1 · garantias-motor@1")	From FlexigoTech Cloud to your Odoo, on the serial number	As above
Date of the computation, shown in the Legal guarantee field as "Computed on ..."	Your Odoo sets it on the serial number	When a checked response is saved

The calculation is done in FlexigoTech Cloud, not in the module. The module sends a signed request and only saves the response if it checks the signature, the engine and that it matches what was sent. It is sent in batches of units with start date and country, up to 1,000 per request. Any other data is rejected: customers, products, serial numbers and prices never leave.

Nothing leaves your Odoo until an administrator allows it in **Settings › Warranty & RMA**. Until they do, nothing is sent and the **Compute legal guarantee** button shows a warning with the link **Go to the Warranty & RMA settings**.

Your warranty policies, loans and returns to vendor do not leave your Odoo.

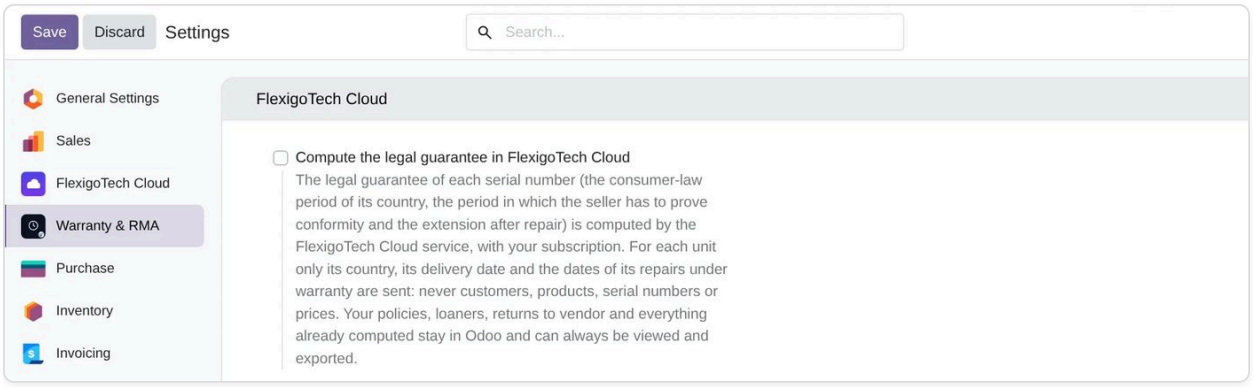
16 What happens automatically

TASK	FREQUENCY	WHAT IT DOES
Warranty: legal guarantee from FlexigoTech Cloud	Daily, active on installation	Recalculates the legal guarantee of serial numbers with a warranty start date and country that were never calculated, were calculated more than 30 days ago, or whose delivery date, country or warranty repairs have changed. Processes up to 5,000 units per run. Without the administrator's permission or the service, it does nothing.

The frequency is changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

> Loans have no task of their own: the **Overdue** flag is not recalculated automatically when the deadline passes.

17 The module's options and where they are



- **Real Odoo 20 screenshot.** The box **Compute the legal guarantee in FlexigoTech Cloud** in **Settings**, in the **Warranty & RMA** section.

OPTION	DEFAULT	WHAT IT DOES
Compute the legal guarantee in FlexigoTech Cloud	Unticked on installation	It is an administrator's permission for Odoo to send FlexigoTech Cloud the country, delivery date and warranty repair dates of each unit. Without it, nothing is sent.
Warranty Type of each policy	**Commercial extension**	**Commercial extension**, **Legal (EU minimum)** or **Legal (national)**. The two legal types require a **Legal citation** and only document a period you carry: the legal guarantee of each unit is calculated by FlexigoTech Cloud.
Months of each policy	24	The months of your own warranty, counted from the delivery date. They must be more than 0.
Warranty Months of each serial number	That of its policy	Can be changed on each unit. With 0 there is no own warranty.
Consumer law country of each serial number	That of the company	The country whose consumer law applies to that unit. It can be changed on each serial number.

OPTION	DEFAULT	WHAT IT DOES
Warranty: legal guarantee from FlexigoTech Cloud	Active, once a day	The task that recalculates the legal guarantee of the units that need it. It is changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode.

Who uses the module cannot be adjusted: it has no user groups of its own, and any internal user can create, change and delete policies, returns to vendor and loans. These records carry no company. The **Settings** permission is a single one for the whole database.

What is done by hand

SCREEN	BUTTONS
Serial number	**Compute legal guarantee**
Serial number list	**Compute legal guarantee (FlexigoTech Cloud)**, in the actions menu, for the selected units
Return to vendor	**Send back to vendor** in **Draft**, **Awaiting Credit** in **Open**, **Close (reconciled)** in **Awaiting Credit**, and **Cancel** until it is closed
Loan	**Mark returned**, while it has no **Returned Date**
Repair order	None of its own: the **Under Warranty** box is ticked or unticked when the serial number is chosen, and can be changed by hand

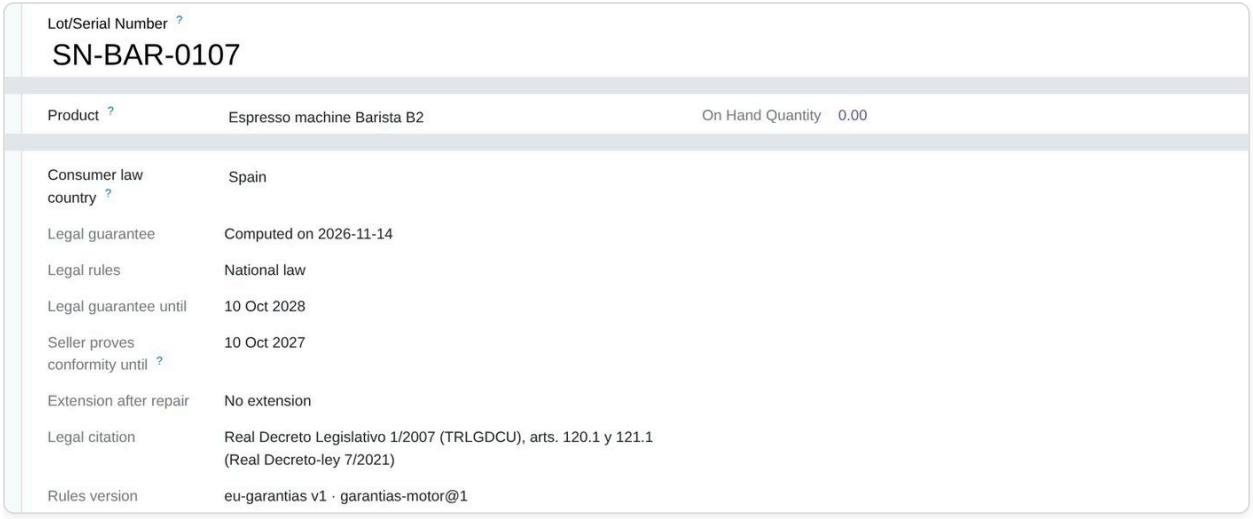
MODULE GUIDE · WARRANTY & RMA

18 Security and personal data

- The permission to calculate the legal guarantee in FlexigoTech Cloud is given by an administrator in **Settings › Warranty & RMA**, and an administrator can also withdraw it.
- Without the permission nothing is sent to the cloud. The **Compute legal guarantee** button shows a warning that leads to the settings, and the daily task does nothing.
- For each unit, only the country, the delivery date and the dates of repairs done under warranty are sent. Customers, products, serial numbers, prices and identifiers are never sent.
- Any other data that someone tried to add to the request is rejected before it is sent.
- The response from FlexigoTech Cloud arrives signed. Odoo checks the signature, the calculation engine and that it answers what was sent, and only if everything matches does it store it on the serial number.
- Your policies, loans and returns do not leave your Odoo. If the service is cut off, what has already been calculated is not deleted.

What is recorded on each serial number

When a response checks out and is saved, the serial number keeps three pieces of data that explain where the period comes from. The first is the date of the computation, shown in the **Legal guarantee** field with the text "Computed on …". The second is the **Rules version**, for example "eu-garantias v1 · garantias-motor@1". The third is the **Legal citation**, with the rule the period rests on.



- **Real Odoo 20 screenshot.** A serial number with the legal guarantee calculated: calculation date, **Legal rules**, **Legal citation** and **Rules version**.

MODULE GUIDE · WARRANTY & RMA

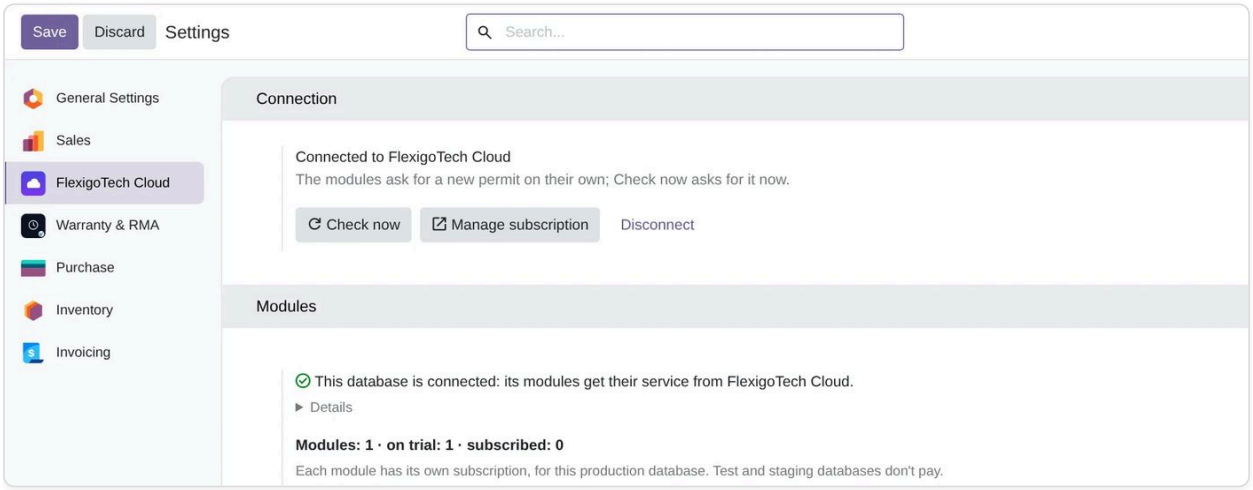
19 Several companies

The consumer law country of each serial number defaults to that of the company. It can be changed unit by unit, so a single database can hold units from different countries, and each is calculated according to its own.

Warranty policies, loans and returns to vendor carry no company. All internal users see those of all companies in the database.

The permission to calculate in FlexigoTech Cloud is one for the whole database, not one per company. If an administrator gives it, units from all companies can be calculated; if they withdraw it, none is calculated.

The connection to FlexigoTech Cloud is a single one for the whole database, and the module's subscription is charged per production database: test and pre-production databases do not pay.



- **Real Odoo 20 screenshot.** The connection to FlexigoTech Cloud in the settings: a single one for the whole database.

20 If something fails

No trial or subscription	When calculating, Odoo shows the FlexigoTech Cloud notice and changes nothing: what was calculated before is not deleted. The module needs the trial or the subscription.
The administrator has not given the permission	Nothing is sent to the cloud. The **Compute legal guarantee** button shows a warning with the link **Go to the Warranty & RMA settings**. The permission is given in **Settings › Warranty & RMA**.
A serial number with no start date or no country	Its legal guarantee is not calculated and the daily task does not pick it up. Set the **Warranty Start** and the **Consumer law country** on the serial number by hand. Without a start date, the unit never counts as covered.
A country without rules	The serial number says "No legal rules for this country: decide by hand". Today this happens, for example, with the United States or the United Kingdom. You decide the legal guarantee.
The return cannot be closed	**Close (reconciled)** only works if the variance is not positive. Record the **Credit Received** manually when it arrives, or cancel the return. A shortfall is not written off as lost.
The cloud's answer could not be verified	If the signed response cannot be verified, nothing is saved on the serial number, and what was calculated before remains as it was.

FlexigoTech Cloud warnings appear when there is no active subscription or trial running, when the administrator's permission is missing, or when the response signature cannot be checked. In every case, what was already calculated stays exactly as it is. The daily **Warranty: legal guarantee from FlexigoTech Cloud** task does nothing while the service or the permission is missing.

Other warnings you may see

"A legal guarantee policy must carry a primary-source citation (legal_ref)."	This appears when saving a policy of type **Legal (EU minimum)** or **Legal (national)** with an empty **Legal citation**. Enter the citation of the law and save again.
"Not computed (FlexigoTech Cloud): decide by hand"	This is what a serial number shows when its legal guarantee has not yet been calculated. Press **Compute legal guarantee**: this requires the trial or subscription and the administrator's permission.
"No legal rules for this country: decide by hand"	The country of the unit has no rules today, such as the United States or the United Kingdom. Check the **Consumer law country** in case it is set wrongly and, if it is correct, you decide the legal guarantee yourself.
FlexigoTech Cloud warning when calculating	There is no trial or subscription. Nothing already calculated changes. Activate the trial or subscription to calculate again.
Warning with the link Go to the Warranty & RMA settings	The permission of an administrator is missing. Go to **Settings › Warranty & RMA**, enable **Compute the legal guarantee in FlexigoTech Cloud** and save.
Possible extension after repair (transposition not verified)	This is not an error. The extension after repair remains as possible while the country's transposition has not been verified, including in Spain. In the meantime the legal guarantee is counted without extension.

21 Other ways of doing it

METHOD	WHAT IT INVOLVES
Manually	A spreadsheet with the delivery dates and the warranty checkbox of each repair ticked by hand. Every date and every checkbox depends on someone looking at them.
Odoo alone	In Odoo, the native **Under Warranty** checkbox on the repair sets the sale price of the products moved to the quotation to 0. It is ticked by hand.
This module	When you pick the serial number on the repair, it ticks or unticks the checkbox according to the unit's warranty. It adds your own warranty policies, component loans and supplier returns. The legal guarantee is calculated by FlexigoTech Cloud with your subscription.

If you already keep your warranties in another tool, you will need to enter for each serial number its start date, its country and its policy: the module does not take them from delivery orders or sales.

22 Plans and pricing

€9

License per Odoo version.

+ FlexigoTech Cloud

STANDARD

€29/month

or €290 a year

First response within 1 working day

PRO

€58/month

or €580 a year

First response within 4 working hours

Video call if needed

14-day trial, no card

Prices exclude VAT

The module license is per Odoo version, and FlexigoTech Cloud is paid monthly or yearly. The 14-day trial does not require a card.

23 Frequently asked questions

What does the module do?

It tracks the warranty of each serial number in Odoo Inventory: your own warranty policies and the legal guarantee calculated by FlexigoTech Cloud. It also tracks unit loans during a repair and supplier returns with the credit note reconciled.

Does it work without FlexigoTech Cloud?

No. It needs the FlexigoTech Cloud subscription or its 14-day trial, with no card required.

How much does it cost?

The module license costs €9 per Odoo version. FlexigoTech Cloud has two plans: Standard, €29 per month or €290 per year, and Pro, €58 per month or €580 per year, excluding VAT. What changes is the support: with Standard we reply within 1 working day, and with Pro within 4 working hours, with a video call if needed.

Is there a free trial?

Yes, 14 days with no card.

Does it work on Odoo Online?

No. Odoo Online does not allow installing third-party modules. It works on Odoo.sh or on your own server.

Which Odoo versions does it work with?

There are published branches for Odoo 17, 18, 19 and 20.

Does it need Odoo Enterprise?

No. All its dependencies are Community apps (Inventory, Sales, Purchase, Invoicing, Contacts and Repairs, plus the FlexigoTech Cloud base module), so it works with Community and with Enterprise.

Which countries does it cover?

Spain follows its own law. The rest of the EU follows the minimum of Directive (EU) 2019/771, marked as an unverified national deadline. In other countries there are no rules and you decide manually.

What periods does it calculate for Spain and the rest of the EU?

In Spain, 3 years of legal guarantee and 2 years during which the seller must prove conformity. In the rest of the EU, the Directive's minimum: 2 years of guarantee and 1 year of proof borne by the seller.

What is the extension after repair?

Directive (EU) 2024/1799 adds 12 months, only once, when the unit is repaired as a corrective measure. It applies to contracts from 31-07-2026.

Does the extension after repair already count as guarantee?

While the country's transposition has not been verified, it appears as **Possible extension after repair (transposition not verified)**, including today in Spain. In that state the legal guarantee is counted without the extension.

What leaves my Odoo?

Only the country, the delivery date and the dates of the warranty repairs of each unit. Never customers, products, serial numbers or prices.

Who gives permission to send that data?

An administrator, in **Settings › Warranty & RMA**, with the checkbox **Compute the legal guarantee in FlexigoTech Cloud**. The permission is a single one for the whole database.

And if nobody gives permission?

Nothing is sent. The **Compute legal guarantee** button shows a warning with a link to the settings and changes nothing.

How does it decide whether a repair is under warranty?

When you pick the serial number on the repair, it ticks **Under Warranty** if the unit is covered today by your own warranty or by its already calculated legal guarantee. Otherwise it unticks it.

Can I change what the module sets on the repair?

Yes, the checkbox can be changed manually afterwards.

Does an uncalculated legal guarantee count?

No. While a unit does not have its legal guarantee calculated, only your own warranty counts.

Does it only set the delivery date, the country or the policy?

No. The warranty start date, the country and the policy are entered manually on each serial number. The country defaults to the company's country.

Does it create the supplier return's delivery order or credit note?

No. Returns do not create delivery orders or credit notes: the credit received is recorded manually.

What happens if the supplier credits too little?

The **Variance** stays positive and **Close (reconciled)** will not let the return be closed. Either the credit arrives and the variance drops to 0 or becomes negative, or you cancel the return. There is no way to write the difference off as lost.

How is the expected credit calculated?

It is the original unit cost multiplied by the quantity, to the cent. The variance is the expected credit minus the credit received.

How often is the legal guarantee recalculated?

The scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day. It recalculates units never calculated, those calculated more than 30 days ago, and those whose delivery date, country or warranty repairs have changed.

How many units does it calculate at once?

Up to 5,000 units per run of the daily task, in requests of up to 1,000 units.

Are the screens in my language?

The module ships in Spanish. In other languages, its menus, fields and buttons appear in English, and the Odoo screens appear in each user's language.

What happens to what was already calculated if something fails?

It is not deleted or changed. If the service is unavailable, the permission is missing or there is no subscription, the daily task does nothing and the button shows a warning.

What does each serial number store about the calculation?

The calculation date, the law cited and the rules version, for example "eu-garantias v1 · garantias-motor@1". The result is saved only if the response signature is verified.

Are there user groups specific to the module?

No. Any internal user can create, change and delete policies, supplier returns and loans.

Does it work for several companies?

Policies, loans and returns have no company: all internal users see those of all the companies in the database. The calculation permission is also a single one for the whole database.

Do loans get marked as overdue automatically?

No. **Overdue** is calculated when the loan is created and when its due date or return date is changed, and no task recalculates it.

Does it come with warranty policies already created?

No. A new installation comes with none: you create them yourself in **Warranty & RMA › Warranty Policies**.

Does the legal-type policy replace the FlexigoTech Cloud calculation?

No. The policy is always your own warranty. The legal guarantee of each unit is calculated by FlexigoTech Cloud according to the country of the serial number.

Does the module take dates from delivery orders or sales?

No. You enter them yourself on each serial number, in **Inventory › Products › Lots / Serial Numbers**.

Do the products have to be tracked by serial number?

Yes, the warranty is tracked per serial number, not per product.

MODULE GUIDE · WARRANTY & RMA

24 Glossary

Legal guarantee	The one granted by the consumer law of the unit's country. FlexigoTech Cloud calculates it for each serial number, with your subscription.
Own or commercial warranty	The one you offer yourself in addition to the law, according to one of your warranty policies.

Warranty policy	Your own warranty set down in writing: name, country, months, type and legal citation. A new installation comes with none.
Serial number or IMEI	The identifier of each unit. The warranty is tracked for each of them, not per product.
Warranty start date	The day the unit was delivered to the consumer. The legal guarantee runs from there. It is entered manually on each serial number.
Consumer law country	The country whose law gives the unit its statutory guarantee. It comes from the company's country and is changed by hand.
Legal rules	They say which rules were used to calculate the unit: **National law**, **EU minimum (national period not verified)** or **No rules for this country**.
Burden of proof	The period during which the seller has to prove conformity: until that date a defect is presumed to have existed at delivery.
Extension after repair	The 12 months added once Directive (EU) 2024/1799 applies when the unit is repaired as a corrective measure.
Transposition	The step by which an EU directive is turned into the law of an EU country. Until it is verified, the extension is shown as possible.
Legal citation	The law and the article on which the calculated period is based.
Rules version	The version of the rules used for the calculation, for example "eu-garantias v1 · garantias-motor@1".
Under Warranty	The repair checkbox. The module ticks or unticks it when you choose the serial number, and you can change it by hand.
Loan	A unit you leave with a customer while yours is being repaired, with its due date.
Overdue	Checkbox for a loan that was past its due date and not yet returned when it was calculated. It is not recalculated automatically.
Supplier return	The return of a defective unit to the supplier who sold it to you, with its RTV numbering.
Expected credit	What the supplier should credit you: the original unit cost multiplied by the quantity, to the cent.
Credit received	What the supplier has actually credited you. You enter it by hand.
Variance	Expected credit minus credit received. If it is positive, the supplier has credited you too little.
Reconciled	Checkbox showing that the variance is 0.00 €: the credit received equals the expected credit.

25 Checklist and contact

- [ ] You have Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work.
- [ ] You have the Inventory, Sales, Purchase, Invoicing, Contacts and Repairs apps installed, along with the FlexigoTech Cloud base module.
- [ ] You have installed the module and your products are tracked by serial number.
- [ ] You have started the 14-day FlexigoTech Cloud trial or you have a subscription: the module does not work without one of the two.
- [ ] An administrator has ticked **Compute the legal guarantee in FlexigoTech Cloud** in **Settings › Warranty & RMA** and saved. Until then, nothing is sent to the cloud.
- [ ] If you offer your own guarantee, you have created your policies in **Warranty & RMA › Warranty Policies**.
- [ ] Each serial number has its **Warranty Start** and its **Consumer law country** set by hand, and its policy if it has one.
- [ ] You have pressed **Compute legal guarantee** on a serial number and see the legal guarantee with its citation and the rules version.
- [ ] You have chosen that serial number in a repair and the **Under Warranty** checkbox is ticked or unticked according to today's coverage.
- [ ] You have created a loan and closed it with **Mark returned**.
- [ ] You have taken a supplier return from **Draft** to **Closed**, with the credit received entered and the variance at zero.

If you would like us to set it up with you, get in touch. With the Pro plan, if needed, we can go through it by video call.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The module page, with the guide and the prices.
flexigotech.com/en/garantias-rma-rtv-odoo.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

Warranty & RMA is a FlexigoTech module for Odoo. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).