

User Guide

*MyDHL Express Comprehensive Shipping for Magento 2.x —
Extmag_MydhIShipping*

2026-05-21

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logo

1 About the module

MyDHL Express Comprehensive Shipping integrates DHL Express into Magento 2 through the official MyDHL Express REST API. It covers the full delivery cycle: real-time rates at checkout, automatic or manual label creation, international invoices with paperless trade, Landed Cost (estimated import duties at checkout), pickup scheduling, tracking, returns, and printing.

1.1 What you get

- **Live rates at checkout** for domestic and international shipments, honoring negotiated DHL account rates.
- **Label creation** — automatic (cron), mass (multi-order), or manual (per-order), with PDF, ZPL, or EPL output at 200 or 300 dpi.
- **International invoices** — Commercial or Proforma, Paperless Trade (PLT) with signature image, Harmonized Codes per product, Reason for Export, Terms of Shipment, Sold To Address, Business Party Type, EORI / VAT / TIN fields.
- **Landed Cost** — estimated import duties, taxes, and fees at checkout via the DHL Landed Cost API. DDP (shipper pays) or DAP (recipient pays).
- **Pickup** — schedule pickups manually or automatically, per label or consolidated end-of-day. Cancel pickups when needed.
- **Tracking** — automatic status polling for every shipment until delivery, with full status history.
- **Returns** — RMA / return labels with independent configuration, can be created together with the outbound label.
- **GoGreen Climate Neutral** — opt-in carbon-neutral shipping.
- **Multiple Shipper Accounts** — switch between accounts per store.

- **Print support** — via the el-Print or QZ Tray companion app, with local or network printers and proxy support.

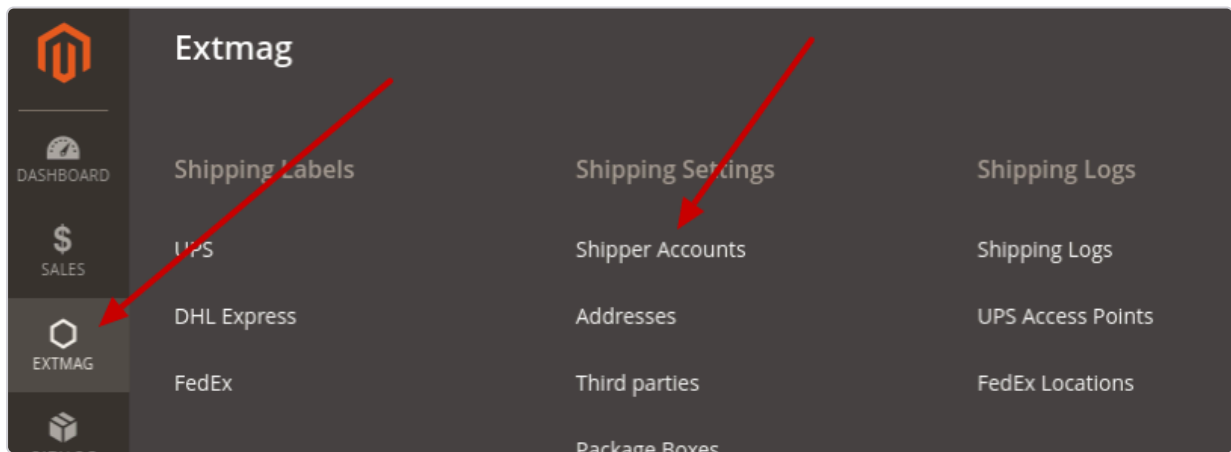
2 Initial setup

Four things to create before the carrier is usable. The order matters — the configuration step at the end references all of them.

1. **Shipper Account** — your DHL API credentials.
2. **Addresses** — Shipper Address (mandatory), Ship From Address (recommended), Sold To Address (when needed).
3. **Package Boxes** (*optional*) — reusable container definitions.
4. **Shipping Method** — at least one method to surface at checkout.
5. Carrier configuration — [Stores](#) → [Configuration](#) → [Sales](#) → [Shipping Methods](#) → [MyDHL Express Configuration](#).

3 Shipper Account

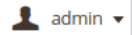
[Extmag](#) → [Shipping Settings](#) → [Shipper Accounts](#).



Admin menu — Extmag → Shipping Settings → Shipper Accounts

Click *Add New Shipper Account*:

Shipper Accounts



Add New Shipper Account

Shipper Accounts grid — Add New Shipper Account

Fill in the form:

Carrier * MyDHL Express ▼

Title *

Live Account * No ▼

Site ID *


Password *

Shipper Number

Time Zone Please select ▼

DHL Signature for International Invoice

Maximum file size: 1 MB. Allowed file types: PNG, GIF, JPG.


[Browse to find or drag image here](#)

Shipper Account form

Field	Notes
Carrier	MyDHL Express .
Title	Free text. Shown in the Account dropdown on the carrier <i>General</i> tab.
Live Account	No = sandbox (test endpoints). Yes = production. Sandbox and production credentials differ.
Site ID	DHL API Key.
Password	DHL API Secret.
Shipper Number	DHL Account Number — billing recipient.

Field	Notes
Time Zone	IANA time zone of the dispatch location. Used for pickup time windows.
DHL Signature for International Invoice	PNG / GIF / JPG ≤ 1 MB. Used on Paperless Trade invoices.

You can create more than one Shipper Account and switch between them per store on the carrier *General* tab.

4 Addresses

Extmag → Shipping Settings → Addresses → Add New Address .

Title *

Company Name *

Attention Name *

Phone *

VAT/Tax Number

If this field is left blank, the tax number will be used, which is the default for the Magento store.

EORI Number

Country *

State/Province

Postal Code

City *

Urbanization

Address Line 1 *

Address Line 2

Address Line 3

Floor

Room

Pickup Point

Destination Type * ▼

Address form (part 1)

Address types you typically need:

Type	Purpose
Shipper Address	Legal billing address of the DHL account. Must match what DHL has on file for the Account Number.
Ship From Address	Warehouse / dispatch location. Can equal the Shipper Address.
Sold To Address	Optional. Used on the international invoice when the buyer differs from the consignee (drop-shipping).

Fields:

- **Title** — internal label for the dropdown.
- **Company Name, Attention Name, Phone** — required.
- **VAT/Tax Number, EORI Number** — required for B2B international shipments and for UK Brexit / NI consignments. Blank falls back to the Magento store defaults.
- **Country, State/Province, Postal Code, City, Address Line 1** — required.
- **Address Line 2 / 3, Floor, Room, Pickup Point** — optional.
- **Destination Type** — (DHL determines), , or . Affects rate quotes.
- **Urbanization** — required for Puerto Rico.

5 Package Boxes

Optional. Create only if your products ship in known containers and you want DHL to receive accurate dimensions.

[Extmag](#) → [Shipping Settings](#) → [Package Boxes](#) → [Add New Box](#) .

Title *

Unit of measurement of weight *

Unit of measurement of dimensions *

Max weight *

Empty weight *

Width *

Length *

Height *

Outer width *

Outer length *

Outer height *

Qty *

Package Box form

Field	Notes
Title	Internal label.
Unit of measurement (weight)	Kilograms or Pounds.
Unit of measurement (dim)	Centimeters or Inches.

Field	Notes
Max weight	Maximum payload of this box.
Empty weight	Weight of the empty box itself — added to product weight.
Width / Length / Height	Inner dimensions used for product fit.
Outer width / length / height	Outer dimensions sent to DHL.
Qty	Stock count — used by box-packing to avoid overcommitting a single box.

If no box is matched and the product has no dimensions, the carrier falls back to `typeCode = 'YP'` (Your Packaging) per package. DHL accepts this.

6 Shipping Method

`Extmag` → Shipping Methods → Shipping Methods → Add New Shipping Method .


Description *

Title of Carrier

Active * No

Carrier *

Show Methods *

Websites * **Main Website Store** 
Default Store View
France

Customer Groups * NOT LOGGED IN
General
Wholesale
Retailer

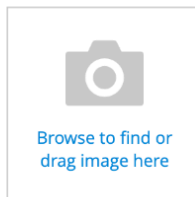
Apply Carrier Discount No

Apply Cart Price Rules (Free Shipping) No

Cart Price Rules apply after calculating the price via the Extmag module

Carrier Logo

Maximum file size: 2 MB. Allowed file types: PNG, GIF, JPG.



Conditions

Additional Price

Additional Price Actions

Time In Transit

Date and Time Restrictions

Other Options

Shipping method form

Field	Notes
Description	Method label at checkout.
Title of Carrier	Optional. Override of the <i>Carrier</i> column at checkout.
Active	Master switch for this method.
Carrier	MyDHL Express .
Show Methods	<i>with Min Price</i> — surface only the cheapest service. <i>with Max Price</i> — surface only the most expensive. <i>All</i> — show every quoted service.
Websites	Restrict the method to selected websites / stores.
Customer Groups	Restrict by customer group.
Apply Carrier Discount	Apply the negotiated DHL discount returned by the API.
Apply Cart Price Rules (Free Shipping)	Allow Magento cart price rules to apply <i>after</i> the DHL quote (free-shipping coupons, etc.).
Carrier Logo	PNG / GIF / JPG ≤ 2 MB. Shown next to the method at checkout.

Sub-fieldsets:

- **Conditions** — Magento Rule conditions tree. Show or hide this method per cart attributes, customer attributes, product attributes, etc.
- **Additional Price** — flat surcharge or per-weight surcharge on top of the DHL quote.
- **Additional Price Actions** — operations applied to the DHL price (e.g. round to nearest, add fixed amount, percentage uplift).
- **Time In Transit** — display estimated delivery days at checkout.
- **Date and Time Restrictions** — blackout windows (closed days, holiday schedule).
- **Other Options** — per-method overrides.

7 Carrier configuration

Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration .

The configuration is split into tabs on the left, each addressing one concern. Move tab by tab, fill in the required fields, then save.

{Carrier Name} ^
General

- General
- Packaging
- Returns
- References
- Payments
- Notification
- Printing
- Pickups
- Tracking

Account [country] ?

[Add Shipper Account](#)

Shipper Address [country] ?

[Add Address](#)

Ship From Address [country] ?

[Add Address](#)

Destination Type [country]

If Auto then UPS defines destination type by customer address

Shipping Description [country]

This is just package

Can use macro paste: #order_id#, #customer_name#

Configuration — General tab

7.1 General

Field	Notes
Account	Select a Shipper Account or follow <i>Add Shipper Account</i> to create one.
Shipper Address	Select an address or follow <i>Add Address</i> . This is the main address bound to the Shipper Number.
Ship From Address	Warehouse / store address. Can equal Shipper Address.
Destination Type	<i>Auto</i> — DHL decides from the consignee address. <i>Residential</i> — flag the consignee as residential.
Shipping Description	Free text shown on the label. Macros: #order_id# , #customer_name# .

7.2 Packaging

7.2.1 Packaging

- **Type** — packaging code. *Your Packaging* (YP) is the safe default.
- **Reference** — appears on the label. Macros: #order_id#, #customer_name#, #store_id#, #store_code#, #store_name# .
- **Bar code for Reference** — show the reference as a barcode on the label.

7.2.2 Weight

- **Attribute of Product Weight** — defaults to the Magento `weight` attribute. Change to use a custom attribute (e.g. `shipping_weight`).
- **Average Product Weight** — fallback when a product has no weight.
- **Pack Weight** — additional weight added when not packing in boxes.

7.2.3 Dimensions

- **Attribute of Product Width / Length / Height** — Magento attributes to read dimensions from.
- **Average Product Width / Length / Height** — fallback for products without declared dimensions.
- **Applicable Boxes** — pick the Package Boxes this method is allowed to use. *Add Package Box* link creates new boxes inline.
- **Exclude Product Categories** — products in these categories ship as separate packages (no box-packing). Use for oversized goods.
- **Attribute of Product Pre-packed** — Yes/No attribute. When Yes on a product, the item ships as its own package without box-packing logic.

7.2.4 Volumetric Weight

- **Enabled** — toggle volumetric weight.
- **Attribute of Product Volumetric Weight** — attribute to read precomputed volumetric weight from (optional).
- **Type** — *Weight* (attribute stores the volumetric weight directly) or *Length x Width x Height* (compute from dimensions).
- **Dividing factor (metric / imperial)** — typically `5000` for metric (kg, cm) and `139` for imperial (lb, in) per DHL Express rules. Use `1` if the attribute already stores volumetric weight directly.
- **Max Package Volume Weight (metric / imperial)** — cap for safety.

7.3 Returns

- **Creating Return Label With Shipping Label** — when Yes, a return label is generated together with the outbound label so it can be packed with the shipment.
- **Allow Print** (*customer account*) — let the buyer print the return label from their account.

- **Allow Create** (*customer account*) — let the buyer create a return label from their account.

7.4 References

- **Reference ID** — mandatory. Identifies the shipment on the label. Macros: `#order_id#`, `#customer_name#`, `#store_id#`, `#store_code#`, `#store_name#`.

7.5 Payments

- **Currency** — currency of the DHL account.
- **Shipment Payer** — Shipper or Third Party.
- **Duty And Tax Payer** —
 - *Customer (DAP)* — recipient pays customs charges upon delivery. Duties show as a separate informational line at checkout.
 - *Shipper (DDP)* — shipper pays all customs charges. Duties are folded into the shipping price at checkout.
- **Declared Value Type** — *Products only* or *Products plus discounts and fees*. Controls what total is declared to customs.
- **Insurance** — declare insured value in the request.
- **COD** — accept Cash on Delivery for specific payment methods.

7.6 Notification

- **Active** — enable the recipient notification message.
- **Message** — text DHL sends to the recipient on delivery.

7.7 Printing

- **Type** — PDF or thermal (ZPL / EPL).
- **Template** — DHL label template (sets height and width).
- **Label Resolution (dpi)** — `200` or `300`. Default `203`.
- **Archive Document** — request DHL's generated archive document image for compliance retention.
- **Mass Print** — when printing in bulk, choose *unprinted only* or *all*.

7.8 Pickups

- **Earliest Pickup Time** — opening time of the dispatch location.
- **Latest Pickup Time** — closing time.

- **Special Instructions** — driver-facing instructions on the pickup request.
- **Schedule** — allowed days of week for pickups. Disable to create pickups only manually.

7.9 Tracking

- **Tracking Schedule** — when enabled, the cron polls DHL for delivery status of every shipment until delivery succeeds or a permanent error is returned.

7.10 International Invoice

Required for international shipments. Disabled domestic.

Field	Notes
Active	Enable international invoices.
Paperless Trade (PLT)	Submit the invoice electronically with the signature image. No paper copy required.
Type	<i>Commercial Invoice or Proforma Invoice.</i>
Description	Generic description fallback when product description is empty.
Terms of Shipment	EXW, FCA, FAS, FOB, CPT, CIP, CFR, CIF, DAP, DPU, DDP. Defines buyer/seller responsibilities.
Reason for Export	Permanent, Temporary, Return, Gift, Sample, Documents, etc. (max 30 chars).
Invoice Number	Invoice number on the customs invoice. Macros: <code>#order_id#</code> , <code>#shipment_id#</code> , <code>#invoice_id#</code> .
Comments	Free text. Max 150 chars. Macros supported.
Additional Declaration Text	Extra declaration text. Max 300 chars.
Place of Incoterm	Place clause for the chosen Incoterm.
Sold To Address	Buyer of record (when different from consignee). Must share the country code of the Ship To.
Shipper / Consignee Business Party Type	Required for UK Brexit invoices and GB ↔ NI shipments.
Receiver EORI Attribute	Customer attribute holding the consignee EORI number.

7.10.1 Product Attributes (international invoice line items)

- **Description** — short product name attribute.

- **Country of Manufacture** — country of origin. Used for Landed Cost.
- **Unit of Measurement** — UoM that best describes the product (pieces, kilograms, barrels, bales, tons, etc.).
- **Harmonized (Commodity) Code** — HS code attribute. **Mandatory** for Landed Cost. Avoids customs disputes and rate corrections.
- **Brand** — brand attribute.
- **DHL Product Category** — DHL-specific category mapping.

7.10.2 Taxpayer Identification

- **VAT/Tax/EORI ID** — your tax / EORI number on outbound invoices.
- **Consignee VAT/Tax/EORI ID** — when the merchant collects VAT on behalf of the destination authority (IOSS / UK Brexit / etc.), supply the consignee VAT/EORI ID here so DHL knows the merchant takes responsibility for customs reporting.

7.11 Landed Cost (under International Invoice)

- **Enabled** — call the DHL Landed Cost API alongside the rate request on every international quote.
- **Estimated Tariff Rate Type** — Conservative, Moderate, or Aggressive. Tells DHL how to weight tariff ambiguity. Conservative quotes higher to cover worst case.
- **Show Duties & Taxes on Checkout** — when enabled and the payer is the customer (DAP), duties appear as a separate informational total. When disabled, duties are still computed for reference but not surfaced.

Two display modes:

- **DDP — Shipper pays** (Payments → Duty And Tax Payer = Shipper) — duties are folded into the shipping price automatically. Customer sees a single price.
- **DAP — Recipient pays** (Payments → Duty And Tax Payer = Customer) — duties appear as a separate informational line at checkout when *Show Duties & Taxes on Checkout* is on.

Per-service duties are cached per quote for 1 hour. Each shipping method on the quote can have its own duty estimate.

7.12 Automatic Label Creation

- **Enabled** — turn on automatic label creation. Requires running cron.
- **Create Invoice** — create the Magento invoice after creating the label(s).
- **Create Shipment** — create the Magento shipment after creating the label(s).
- **Allowed Order Statuses** — only orders in these statuses are processed.
- **Allowed Shipping Methods** — only orders shipped with these methods are processed.

- **Service** — the DHL service to use for domestic orders.
- **Service for International Destination** — the DHL service for international orders.

7.13 Mass Actions (admin grid bulk)

Same fields as *Automatic Label Creation* — apply when an admin selects multiple orders in the grid and triggers *Create MyDHL Express Label*.

7.14 Manual Actions (single-order)

- **Create Invoice** — create Magento invoice when manually creating a label.
- **Create Shipment** — create Magento shipment when manually creating a label.

7.15 Other Options

- **Saturday Pickup** — accept Saturday pickup from the dispatch location.
- **Saturday Delivery** — request Saturday delivery (Europe, Middle East, parts of Asia; not available in the US).
- **GoGreen Climate Neutral** — carbon-neutral shipping. Sent as DHL value-added service code `EE`.
- **Delivery Confirmation** — Signature on Delivery or Adult Signature.
- **Order Status After Created Shipping Label** — auto-transition the order to this status once a label is created.

7.15.1 Dangerous Goods

- **Product Categories with Dangerous Goods** — pick categories whose products contain only dangerous / hazardous goods. The carrier flags these shipments accordingly to DHL. Best practice: create a hidden category for dangerous goods and tag matching products to it.

8 Checkout

The customer sees the configured shipping methods at checkout, with service name, price, and (optionally) estimated delivery date.

Shipping Methods

\$366.48 EXPRESS WORLDWIDE
2022.08.16 11:59



Next

Checkout — shipping methods

For international shipments with Landed Cost enabled and *Customer (DAP)* duty payer, estimated import duties and taxes are displayed as a separate line in the order totals. The duty amount is converted to the store currency automatically. When the shipper pays duties (DDP), the duty amount is included in the shipping price instead.

9 Customer Account — RMA and labels

When *Returns* → *Allow Create / Allow Print* is enabled, customers see the return-label entry points on the My Orders page:

The screenshot shows a customer account page for a completed order. The order number is 2000000004, dated March 31, 2021. The order status is 'COMPLETE'. There are two red arrows pointing from the 'Create Rma' link to the 'RMA' tab and the 'Print Order' button. The order details table is as follows:

Product Name	SKU	Price	Qty	Subtotal
Zing Jump Rope	24-UG04	\$12.00	Ordered: 1 Shipped: 1	\$12.00
Subtotal				\$12.00
Shipping & Handling				\$252.51
Grand Total				\$264.51

Customer Account — Create RMA link and RMA tab

The RMA tab on a completed order lists tracking numbers and exposes a *Print Label* action for each return label:

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

Order # 20000000004 COMPLETE

March 31, 2021

[Reorder](#) [Create Rma](#)
[Print Order](#)

Items Ordered	Invoices	Order Shipments	RMA	
				Print Order
Tracking Number #	Carrier	Date	Products	Comment
1ZE369839090245285		Jun 12, 2021, 1:27:27 PM	Zing Jump Rope Sku: 24-UG04 Qty: 1	Print Label
1ZE369839099917006		Jun 12, 2021, 1:17:12 PM	Zing Jump Rope Sku: 24-UG04 Qty: 1	Print Label

Customer Account — RMA shipments with Print Label

10 Printing labels

Labels are stored on the server and can be printed from the admin label grid (PDF in-browser) or sent to a local / network printer via a companion app.

Two companion apps are supported:

- **el-Print** — <https://extmag.com/el-print.html> (recommended)
- **QZ Tray** — <https://qz.io/>

Integration with the chosen app is configured at [Stores](#) → [Configuration](#) → [Extmag](#) → [Printers](#) .

10.1 el-Print configuration

The screenshot shows the 'Configuration' page in the Magento admin interface. The 'Scope' is set to 'Default Config'. The left sidebar shows the 'EXTMAG' menu expanded to 'Printers'. The main content area shows the 'Printer' configuration for 'el-Print'. The configuration includes:

- Application** (global): el-Print
- Type** (global): Local PC
- Port** (global): 9109
- Auto Print** (global): No

Below the configuration fields, there is a description for 'Local PC' and 'Network' types. A 'Save Config' button is visible in the top right corner.

Printer config — el-Print

- **Application** — *el-Print*.
- **Type** — *Local PC* (documents sent through the browser's JavaScript WebSocket to the local print software) or *Network* (documents sent from the Magento server to a remote PC running the print software — supports auto-print).
- **Port** — local port el-Print listens on. Default **9109**.
- **Auto Print** — when Yes, prints automatically once a label is generated.

10.2 QZ Tray configuration

The screenshot shows the 'Configuration' page in the Magento admin interface. The 'Scope' is set to 'Default Config'. The left sidebar shows the 'EXTMAG' menu expanded to 'Printers'. The main content area shows the 'Printer' configuration for 'QZ Tray'. The configuration includes:

- Application** (global): QZ Tray
- Printer Name** (global): test

A 'Save Config' button is visible in the top right corner.

Printer config — QZ Tray

- **Application** — *QZ Tray*.
- **Printer Name** — exact OS-level printer name as QZ Tray sees it.

11 Pickups

Order a parcel pickup directly from the Magento admin. Two modes:

- **Automatic** — when *Configuration* → *Pickups* → *Schedule* is enabled, the cron creates a pickup either per label or as one consolidated end-of-day pickup.
- **Manual** — select labels and submit the pickup request from the admin grid.

Cancel a pickup from the pickup grid when needed (*Extmag* → *Shipping Logs* → ...).

12 Tracking

Once a shipment is created, the cron polls DHL for status updates. Every checkpoint (scan, in transit, customs clearance, out for delivery, delivered) is stored locally and rendered in the admin tracking view. Polling stops automatically when DHL returns *Delivered* or a permanent error.

13 Hyva theme and Hyva Checkout integration

To use the carrier with Hyva theme and Hyva Checkout, install the bridge package alongside the carrier:

```
composer require extmag/shiplab-hyva
composer require magewirephp/magewire
bin/magento setup:upgrade
bin/magento cache:flush
```

The bridge ships replacement Hyva templates:

```
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/ap.phtml
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/access-point/place-order
vendor/extmag/shiplab-hyva-magento2/view/frontend/templates/checkout/shipping/metho
```

If your theme overrides any of these files, merge your customizations into the bridge versions — do not replace them.

14 Troubleshooting

14.1 DHL service does not appear at checkout

- Stores → Configuration → Sales → Shipping Methods → MyDHL Express Configuration → General → Account must be set.
- At least one *Shipping Method* with Carrier = *MyDHL Express* and Active = *Yes* must match the cart (websites, customer group, conditions).
- Open Extmag → Shipping Logs → Shipping Logs and look for the most recent `rate` request — failed requests record the DHL error verbatim.

14.2 Unauthorized on rate or ship requests

- Sandbox credentials cannot serve a production endpoint. Toggle *Live Account* on the Shipper Account.
- Site ID + Password must be the REST API credentials, not the MyDHL web-portal username. Different DHL teams provision them.

14.3 Landed Cost duties not shown

- Destination must be international.
- International Invoice → Landed Cost → *Enabled* = *Yes*.
- *Show Duties & Taxes on Checkout* = *Yes*.
- Payments → *Duty And Tax Payer* = *Customer* (DDP shipments fold duties into the shipping price, no separate line).
- Every product in the cart must have a Harmonized Code attribute populated. Missing HS codes degrade Landed Cost to the aggregated fallback.

14.4 Paperless Trade rejected error

- Upload a signature image on the Shipper Account (PNG / GIF / JPG ≤ 1 MB).
- The signature must be visually present (not a blank canvas).
- Some destination countries refuse PLT regardless — fall back to a paper invoice (International Invoice → Paperless Trade (PLT) = No).

14.5 Pickup not picked up

- *Configuration* → *Pickups* → *Schedule* must include the day-of-week the pickup is scheduled for.
- *Earliest Pickup Time* and *Latest Pickup Time* must be within DHL's serviceable window for your location.
- DHL may reject pickups requested less than 90 minutes before the latest pickup time — schedule earlier or wait for the next day.

14.6 Tracking shows nothing for hours

- DHL updates tracking events in batches. New shipments often show no checkpoints for 1–4 hours after creation.
- Tracking cron must be running and *Configuration* → *Tracking* → *Tracking Schedule* must be *Yes*.

14.7 Carrier returns weight or dimension errors

- Every product must declare weight (via the configured attribute or via the *Average Product Weight* fallback).
- If you use box-packing, *Applicable Boxes* on the *Packaging* tab must include at least one box that fits the cart's largest item.
- Without dimensions and without a matched box, the carrier sends `typeCode = 'YP'`. If DHL still refuses, declare dimensions on the product or define an *Average Product Width / Length / Height*.

14.8 Currency conversion looks off on duty totals

Magento exchange rates power the conversion. Refresh them:

```
bin/magento cron:run --group=default
```

or *Stores* → *Currency* → *Currency Rates* → *Save Currency Rates* after sourcing fresh rates from your configured provider.

15 Demo

To request a demo, contact our technical support at <https://extmag.com/contact>. Include your name, the extension name, email address, and website URL. Demo is valid for 14 days. After 14 days the demo must be removed from any site or environment where it was installed.