

Reviews

Installation, moderation, photos and privacy

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What you receive

A standalone WordPress plugin to collect customer reviews, hold them for moderation, publish approved testimonials and up to three photos, add a business reply, and mark a customer as verified. No external review service, paid API or activation key is required. The editable PHP, JavaScript and CSS source is included in the installable ZIP.

Requirements and tested environment

Declared minimums: WordPress 6.0 and PHP 7.4. Release testing used WordPress 7.1.1, PHP 8.4.25, SQLite, GD and the Twenty Twenty-Five theme. Minimum-version, MySQL/MariaDB, multisite and every theme/page-builder combination were not tested. Photo processing needs a working WordPress image editor with JPG, PNG and WebP support and writable storage outside the public web root.

Install or update

Back up your database, plugin files, uploads and private review-photo directory. Test on staging first. Open **Plugins > Add Plugin > Upload Plugin**, select the installable ZIP, and install/activate it. For an existing installation, use **Replace current with uploaded**. Do not upload the owner handoff bundle as a plugin. Reviews are retained when the plugin is deactivated.

Set up the customer page

Open **Settings > Forge Lumina Reviews**. Check notification email, photo limits, security challenge, retention and display settings. Add a Shortcode block to a page and paste `[forge_lumina_reviews_and_form]`. Publish the page and test a synthetic submission before inviting customers.

Other shortcodes: `[forge_lumina_reviews]` for approved reviews; `[forge_lumina_review_form]` for the form; `[forge_lumina_verified_reviews]` for verified reviews. Matching Gutenberg blocks are available.

Collect, review and publish

Customer submission

The form asks for a rating, private full name and email, public display name, location, product/service reference, approximate date, title and written review. Publication consent is required; marketing consent is optional. Customers may attach zero to three JPG, PNG or WebP photos. Default limits are 5 MB per image and 30 megapixels; PHP/server upload limits may be lower.

Moderate a review

Open **Customer Reviews** in WordPress. New submissions are Pending. Open one to review its content, private details and photo previews. Check the customer evidence before selecting **Verified Customer**; the badge is an administrator judgment, not an automated purchase verification. Add a **Public reply** if appropriate, then publish or use Approve.

Edit and save

Customer details, public display name, rating, reference, date, review text and reply are editable by authorized administrators. Click **Update** to save. Preserve the meaning of customer feedback and maintain any business records you need separately. This plugin does not provide an immutable audit ledger of every content edit.

Photos and rejection

Pending photos stay in private filesystem storage and can be previewed by authorized administrators. Approval promotes them into the Media Library, where their URLs are public. Rejecting or trashing a pending review removes its temporary photos; restoring the review does not restore those files. Do not reuse customer photos elsewhere unless you have the appropriate permission.

Public display

Only published reviews with publication consent and no privacy-erasure marker may render. Password-protected reviews remain hidden until the WordPress password requirement is satisfied. Private name and email are omitted. Public display name, reference, title, text and approved photos appear; location and date appear only when enabled. A cached page may need to be purged after changes.

Privacy and maintenance

Data handled by this plugin

Review content, customer details, consent records, ratings and replies are stored in the WordPress database. Pending photos are stored outside the public web root; approved photos use the WordPress Media Library. The plugin uses a short-lived IP-derived hash for submission cooldown. It sends notification emails through WordPress to your configured address. It does not send review data to an external review platform or CAPTCHA provider.

Export and erasure

Use **Tools > Export Personal Data** or **Erase Personal Data** and the normal WordPress confirmation process. Erasure anonymizes/removes identifying fields, removes the review from public display, and deletes associated pending and approved photos. It does not remove copies already present in backups, email, third-party caches or prior downloads. Handle those under your own retention process.

Retention and uninstall

Pending-photo retention defaults to 30 days. Private-data retention defaults to 0 (disabled); choose a period suited to your business. Daily cleanup depends on working WordPress cron. Deactivation stops scheduled cleanup but retains records. Deleting the plugin files also retains review data; reinstalling reconnects it. Back up private photo storage separately from ordinary WordPress uploads.

Troubleshooting

No review: check Pending status, consent, password, erasure state and page cache. No photos: check server upload limits, image support and private-storage permissions; do not move pending storage into a publicly served folder. Text-only reviews can still submit if private photo storage is unavailable. No email: review WordPress mail/SMTP delivery; the review may still be saved. Old cached form: refresh it and exclude the form page from long-lived caching if nonce errors persist.

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