

Add terms, returns and privacy pages to your store

Add your store's terms, privacy and shipping pages, and choose how the terms open when a customer checks out.

Add-on Online store

Customers like to know your rules before they buy: how returns work, what you do with their details, how you ship. Your store has places for those pages.

Online stores are an add-on. If your site doesn't have one yet, ask us about adding it; we quote it in writing first.

Before you start

Decide what each page will say. What you need depends on what you sell and where you sell it, so check your wording with a lawyer or your accountant. We can't give legal advice or tell you what the law requires.

Ideas for each page:

- **Terms:** the rules for using your store, what content is yours and what customers must do to order.
- **Returns:** how to return something, and how refunds work.
- **Privacy:** what details you collect, how you use them and whether you share them.
- **Shipping and payment:** where you deliver, how long it takes, which payment methods you take and any instructions.

Add a page

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Manage Store**.
3. Click **Settings**, then **General**, then **Legal Pages**.
4. Next to a page you want to show, click **Add Page**. The list has **Legal Info**, **Terms**, **Revocation Policy**, **Privacy Policy** and **Shipping Cost/Payment Info**.
5. Type the text for that page, then click **Save and Close**.
6. Repeat for any other page you want.

Ask customers to agree at checkout

1. Stay in **Settings**, then **General**, and scroll to **Customer's Consent**.
2. Turn on **Require consent to terms and conditions at checkout**.

The cart page then shows an "I agree" tick box beside links to your pages, and an order can't go ahead until a customer ticks it. See Ask customers to agree to your terms at checkout.

Choose how the terms open

1. Go to **Settings**, then **General**, then the **Legal Pages** tab.
2. Next to **Terms and Conditions**, click **Edit**.
3. From the **Show** menu, choose **in popup window** or **on separate URL**.
4. Click **Save**.

Tips

- Want a link to these pages in your site's footer? Ask us and we'll add it. Your site's own privacy page is covered in Add a privacy page to your site.
- Not sure which page holds your returns rules? Email us and we'll check your store.

Need a hand?

If your site doesn't have this yet, ask us about adding it. We quote it in writing first, and nothing is billed unless you approve. Email hello@zossoz.com.

Already have a store and want us to enter your text? Email it with your business name, and we'll take care of it. We reply within one business day.

Related guides: Ask customers to agree to your terms at checkout · Add a privacy page to your site · How your online store works · Set up shipping rates

More guides: the Zossoz Help Center · Questions? Email hello@zossoz.com