

Change your checkout form

Choose which details checkout asks for, add your own questions such as a gift note or pickup date, and match checkout buttons to your brand.

Add-on [Online store](#)

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. Checkout is where shoppers enter their details and pay you. Ask for what you need to fill the order, and nothing more.

Change what checkout asks for

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Business Settings**.
3. Click **Checkout**.
4. Choose your settings:
 - **Customer's first and last name**: one field or two.
 - **Customer's street name and number**: one field or two.
 - **Phone and Instructions**: make a phone number compulsory, and give shoppers a place to leave delivery instructions.
 - **How customers checkout**: signed in, or as a guest.
 - **Where customers go after placing an order**: the order confirmation page, or an **External URL** of your choice.
 - **Product upsells**: show products often bought together in the cart.
 - **Customer Opt-in**: an unticked box for **Email** or **SMS** marketing. See Ask customers to join your email list at checkout.
 - **Terms and Conditions**: see Ask customers to agree to your terms at checkout.
5. Click **Save**.

Add your own question

Use a custom field for a gift note, a pickup time or a "how did you hear about us" question.

1. On the **Checkout** page, scroll to **Custom fields** and click **+ Add Custom Field**.
2. Pick a type: **Short text** (one line), **Long text** (a paragraph), **Dropdown** or **Radio button** (up to 5 choices), **Checkbox** (yes or no) or **Date picker** (a date, with or without a time).
3. In **The checkout section this will show in**, choose where it appears. It goes at the end of that section.
4. To make it compulsory, tick **Make this field required for purchase**.
5. Type the **Field Title** that customers see. A checkbox doesn't have one.
6. If you like, add a **Field Hint** showing an example answer. Dropdowns, radio buttons and checkboxes don't have one.
7. For a dropdown or radio button, type each choice and click **+ Add Choice**. Drag the choices to reorder them.
8. Click **Save & Apply**.

To reorder your custom fields, drag them within their section, then click **Save** at the top.

WATCH OUT

Apple Pay and other express checkouts can't be used while your checkout has custom fields. If you want Apple Pay, keep checkout to the basics.

Also good to know: a customer who already has items in their cart won't see new or changed fields on that cart, and field titles and choices aren't translated.

Match your brand

1. In the side panel, click **Theme**.
2. Scroll down and choose **Cart & Checkout**.
3. Open **Buttons**, **Links**, **Fonts** and **Background** to set fonts, colors and borders.
4. Publish. If you don't see a **Publish** button, tell us and we'll publish it for you.

These styles only change the cart and checkout, not the rest of your site.

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 a question added? Email hello@zossoz.com with your business name, the question, the answer type and whether it's required, and we'll set it up. We reply within one business day. See [Request a change](#).

Related guides: [Ask customers to agree to your terms at checkout](#) · [Ask customers to join your email list at checkout](#) · [Add Apple Pay](#) · [Change how product pages look](#) · [See carts people left behind](#)

More guides: [the Zossoz Help Center](#) · [Questions? Email \[hello@zossoz.com\]\(mailto:hello@zossoz.com\)](#)