

Edit an order after it's placed

Add or remove items, change quantities, prices or customer details on an order that has already been placed, and handle any difference in the total.

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.

A customer wants one more item, a different quantity or a corrected address. You can change an order after it has been placed. The one thing to watch is what happens to the money.

Change an order

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Manage Store**.
3. Click **My Sales**, then **Orders**.
4. Find the order. Search by order number, the customer's email or an item name.
5. Click **Edit Order**.
6. Make your changes. From here you can change the items and quantities, enter your own prices, take money off, add a tip or an extra charge, and update the customer, shipping and payment details.
7. Click **Save Changes**.

Add an item

1. Open the order and click **Edit Order**.
2. Click **+ Add new item**.
3. Search for the product and click it.
4. Click **Save Changes**.

Remove an item

1. Open the order and click **Edit Order**.
2. Find the product and click its three dots, then choose **Remove Item**.
3. Click **Save Changes**.

The customer sees the updated order in their account on your store.

If the total changes

Editing an order doesn't charge the customer extra and doesn't send a refund. You settle the difference yourself.

- **The total went up.** Contact the customer and agree how they'll pay the extra.
- **The total went down.** Refund the difference through your payment provider. Providers let you do this in their own dashboard. Their customer service can help if you get stuck.

Good to know

- Changing a quantity doesn't change your stock count. Update your stock yourself. See [Track your stock](#).
- To mark an order as tax exempt, turn on **Mark customer's order as tax exempt** in the **Customer** section. Check with your accountant before you do.
- If a customer wants everything back instead, see [Refund or cancel an order](#).

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 can't find **Edit Order**? Email hello@zossoz.com with your business name and the order number, and we'll point you to it. We reply within one business day. See [Request a change](#).

Related guides: [Find and manage your orders](#) · [Refund or cancel an order](#) · [Track your stock](#) · [Set up sales tax](#)

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