

Offer free shipping over an amount

Charge shipping on small orders and ship free once an order reaches the amount you choose, and show customers how close they are.

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.

You can charge for shipping on small orders and ship free once an order reaches an amount you choose. Shipping costs you real money, so work out what an order has to be worth before you offer it.

Free shipping on every order

If you want everything to ship free, add a **Free** rate to your zone. See Set up shipping rates.

Free shipping above an amount

You do this with a **By Price** rate that has two tiers: one with your normal shipping charge, and one at zero.

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Business Settings**.
3. Click **Shipping & Pickup**.
4. In your zone, click **+ Add rate**. If you don't have a zone yet, create one first and choose **Shipping**.
5. Choose **By Price**.
6. In the first tier, set **From** to 0, **Up to** to the amount where free shipping begins, and **Rate** to your normal shipping charge.
7. Click **+ Add tier**.
8. In the second tier, set **From** to that same amount and **Rate** to 0.
9. Click **Save**.

From includes the amount you type and **Up to** doesn't, so an order of exactly the free shipping amount lands in the free tier. If you aren't sure what to type in **Up to** for the top tier, tell us and we'll set it up.

Show customers how close they are

Customers see a bar in their cart that tells them how far they are from free shipping.

1. Click **Store**, then **Business Settings**, then **Shipping & Pickup**.
2. Turn on **Show free shipping progress bar**.

Two things must be true before it will turn on:

- Your store has just a single shipping zone.
- That zone has a **By Price** rate with a free tier above an order total you set.

If it won't turn on, check both.

Tips

- Place a test order just under the amount and one just over, to check the shipping charge changes.
- Say the amount on your store pages and in your shipping policy, so customers aren't surprised.
- Free shipping only applies to the zone you set it up in. Other zones keep their own rates.

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 free shipping set up? Email hello@zossoz.com with your business name, the amount and your normal shipping charge, and we'll take care of it. We reply within one business day. See Request a change.

Related guides: Set up shipping rates · Offer local delivery · Offer in-store or curbside pickup · Set a minimum or maximum order

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