

Set up shipping rates

Create a shipping zone, choose where you ship, and set free, flat, by order total or by weight rates for customers at checkout.

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.

Shipping zones decide where you ship and what you charge there. Make a zone, say where it covers, then choose how customers in it pay for shipping. Your store doesn't send the parcels. You pack and ship, and the store works out the cost at checkout.

Before you start

- Decide where you'll ship and what you'll charge: one price, a price that depends on the order total, or one that depends on weight.
- For weight rates, enter each product's weight in its **Package settings** section. A product with no weight counts as zero.

Create a shipping zone

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Business Settings**.
3. Click **Shipping & Pickup**.
4. Click **+ Add Zone**. If you already have a zone, click **+ Add Shipping Zone**.
5. Type a **Zone name**. Only you see it.
6. Under **Add one or more destinations**, choose the countries and regions this zone covers.
7. Click **Next**.
8. Choose **Shipping**.
9. Choose a rate type, fill it in and click **Save**.

Each country or region goes in one zone only. If it's already in another zone, you can't pick it again.

The rate types

- **Free**. Every order ships free. Type a **Name** that customers see at checkout. Delivery times are optional.
- **Flat Rate**. One charge on every order, whatever it weighs or costs. Enter the **Rate** and the **Name at checkout**. Delivery times are optional.
- **By Price**. Different rates for different order totals. For each tier, enter **From** (included), **Up to** (not included) and the **Rate**. Click **+ Add tier** for more.
- **By Weight**. The same, but by the total weight of everything in the cart. Weights add up, so 2 of an item that weighs 1 pound count as 2 pounds.

If a cart's weight falls outside all your ranges and you have no other method, the customer can't buy. Cover every range.

Add, change or remove

- Click **+ Add rate** inside a zone for another way to ship, such as a faster option.
- To change or delete a rate, open the three-dot menu beside it and pick the edit or delete option.
- To rename a zone or change where it covers, click the three horizontal dots next to it and choose **Edit Shipping Zone**, then **Save**. To remove it, choose **Delete** and confirm.

Related setups

Free shipping above an amount, local delivery and pickup have their own articles: [Offer free shipping over an amount](#), [Offer local delivery](#) and [Offer in-store or curbside pickup](#).

Want live carrier rates worked out at checkout, or shipping labels bought through your store? Those run through a shipping service connected to your store. Ask us and we'll set it up.

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 zones or rates set up? Email hello@zossoz.com with your business name, where you ship and what you'd like to charge, and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Offer free shipping over an amount](#) · [Offer local delivery](#) · [Offer in-store or curbside pickup](#) · [Fulfill an order and add tracking](#) · [Show estimated delivery dates](#)

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