

Turn on product reviews

Let customers rate and review what they bought, then publish their reviews yourself so they show on your product pages.

Add-on **Online store**

Product reviews let customers rate what they bought. Shoppers who are deciding can then read what others thought. 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.

How it works

- Reviews are off until you turn them on.
- Customers write reviews from their customer account, for products they bought.
- Each new review is hidden until you publish it. You get an email to your store notification address when one arrives.

Turn reviews on

1. Log in to your site editor.
2. In the side panel, click **Store**, then **Manage Store**.
3. Click **Settings**, then **General**, then **Cart & Checkout**.
4. Scroll down to **Product Reviews**.
5. Switch the **Product reviews** toggle to **Enabled**.

Publish reviews

1. Go to **Store**, then **Manage Store**.
2. Click **My Sales**, then **Product Reviews**. Published and waiting reviews are listed together.
3. If you like, use **Filter** to sort them.
4. Click **Actions** beside a review and choose an option, or click **Publish**.
5. Confirm.

To publish or delete several at once, check the boxes next to them and use **Mass Update** at the top of the page. From the list you can also look up the order and customer behind a review, if you'd like to follow up.

A deleted review can't be restored.

Change how reviews look

1. Go to **Store**, then **Manage Store**, then **Design**.
2. Make your changes in **Product Card details and layout**, **Sidebar** (for ratings and reviews) and **Ratings and Reviews**.
For example, you can show ratings on the product list only when someone hovers.

Turn reviews off

For one product, such as a gift card:

1. Go to **Store**, then **Manage Store**, then **Catalog**, then **Products**.
2. Open the product. Under the stock settings on the right, look for **Product reviews** and click **Manage reviews settings**.
3. Switch **Reviews for this product** to **Off**.

Existing reviews for that product stop showing, and customers can't leave new ones. You can turn them back on any time.

For the whole store: go to **Manage Store**, scroll to **Product Reviews** and switch the toggle to **Disabled**. Existing reviews are hidden too.

Tips

- Publishing is your chance to filter out spam. Publish the real reviews as they arrive, favorable or not, so what shoppers read is honest. Rules about publishing and deleting reviews can differ, so check with your lawyer if you're unsure.
- If a review mentions a problem, the order details give you the customer's email so you can follow up.
- Ask happy customers to leave one. See Ask your customers for reviews.

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 help turning reviews on? Email your business name and we'll take care of it. We reply within one business day.

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