Store FAQ

Frequently Asked Questions about Store

What is store?

Store is a tool for helping you sell products on your website.

Who is store for?

Store is for anyone who wants to take their first steps selling goods online.

How many products can I sell from my store?

Unless you are on a product-limited package, there is no fixed limit to the number of products you can sell.

What's the largest number of products store is intended for?

Our design goal was to make store work with up to around 1,000 products. We have seen some customers make stores with around 1,000 products and they perform well. Beyond 1,000 products some performance degradation may occur depending on the hardware resources that your service provider makes available.

Is store secure?

Yes, store is very secure.

Can I sell downloads?

No, store is only for selling physical goods.

What happens when a customer purchases an item from my store?

When a customer completes a purchase these things will happen:

- You will receive an email
- The customer will receive an email
- A new order will appear on the Manage Orders page

Can I import products from a spreadsheet?

Yes, you can import products this way.

Can I export products to a spreadsheet?

No, store does not support this.

Can customers search for products in my store?

Yes, store is searchable and you can help customers find things by adding tags to each product. A tag is a word that a customer might search for.

Is there a limit on the number of product variations?

No, there is no fixed limit but performance may be reduced if you have a lot of products with a lot of variations. For example, if you have a product that has 3 sizes and 3 colours the total number of variations is 3 x 3 = 9. If you have product that has 3 sizes, 3 colours, 3 designs and 3 finishes the total number of variations is 3 x 3 x 3 x 3 = 81. Each one of these variations has to be stored as if it were a product so 10 products with 81 variations is equivalent to 10 x 81 = 810 single products.

What payment methods can I use?

It's up to your service provider to choose which payment methods to make available on the Payment page.

Can I set different tax rates for different states and countries?

Yes.

How may different shipping options can I add?

There is no fixed limit.

What currencies does store support?

- Argentine Peso
- Australian Dollar
- Brazilian Real
- British Pound
- Bulgarian Lev
- Canadian Dollar
- Chilean Peso
- Chinese Yuan
- Colombian Peso
- Croatian Kuna
- Czech Republic Koruna
- Danish Krone
- Euro
- Hungarian Forint
- Indian Rupee
- Indonesian Rupiah
- Kenyan Shilling
- Malaysian Ringgit
- Mexican Peso
- New Taiwan Dollar
- Norwegian Krone
- Peruvian Nuevo Sol
- Philippine Peso
- Polish Zloty
- Russian Ruble
- Singapore Dollar
- South African Rand
- Swedish Krona
- Swiss Franc
- Thai Baht
- Turkish Lira
- Uruguayan Peso
- US Dollar