



## Legal Pages

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Cartzy allows you to efficiently create and customize the legal pages for your store:

**1. Refunds & Returns Policy:** On this page, you can list down the policies of your store concerning refunds and returns. This helps the customers know how your business works and how the cases of refunds and returns are handled.

**2. Privacy Policy:** A privacy page on an e-commerce website is like a rulebook that tells your website visitors and customers how their personal information is handled. It lets them know what data is collected, how it's used, and how it's kept safe. So, you can add this information for your customers to make sure they understand and trust how their data is being used when they shop online.

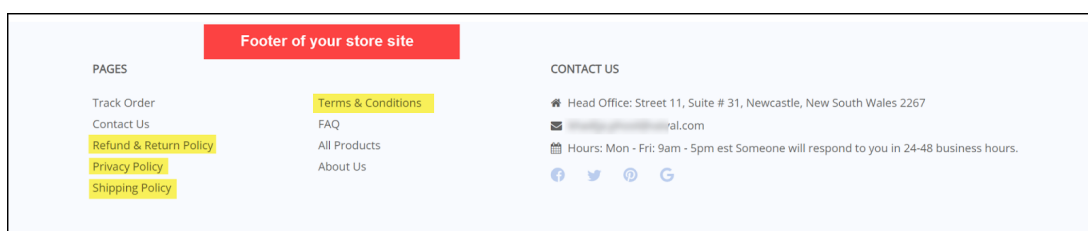
**3. Terms & Conditions:** The terms and conditions page on an e-commerce website outlines the legal rules and expectations for using the platform. It covers important aspects like payment terms, shipping policies, return and refund procedures, disclaimers, and intellectual property rights, creating a clear agreement between the business and its customers.

You can include information regarding customer responsibilities, dispute resolution, limitations of liability, and any specific terms unique to their business, ensuring a transparent and legally binding relationship with users.

**4. Shipping Policy:** The shipping policy page on an e-commerce website informs customers about the shipping process, costs, estimated delivery times, and available shipping options. It helps set clear expectations for customers regarding shipping-related matters, reducing misunderstandings and improving overall customer satisfaction.

You can include details on shipping rates, delivery areas, tracking options, shipping partners, and any special conditions or promotions related to shipping.

The above-listed four pages, when created, are linked to the footer of your store site. You can also add these pages to the header menu of your store.



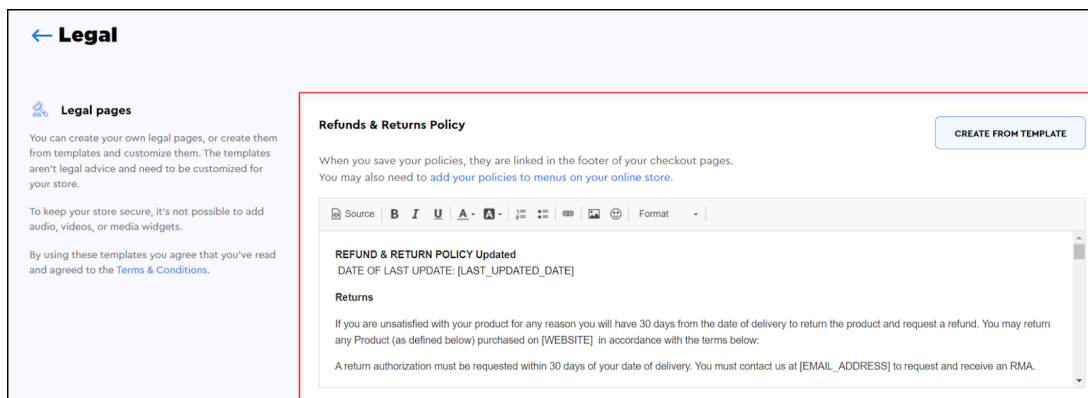
## Path: Settings > Legal Pages

There are two ways to create and publish the above-listed pages:

1. Customize the page as you want
2. Create from a template

## Customizing pages

Cartyz provides a text editor for each page to effectively and efficiently edit the page content. The editor is enriched with advanced formatting options as illustrated in the image below.



## Variable placeholders

You may also notice variable placeholders such as **[STORE\_NAME]** already given in the text editors. For example, the **Refunds & Returns Policy** content editor box contains **[WEBSITE]**. It's the variable placeholder for your store domain i.e., it automatically picks up your current store URL. So rather than using your store URL in text form such as **"https://cartzy.com/"**, you can use this variable **[WEBSITE]** in your content. So, if you ever migrate your store to a different domain, the content will also be updated automatically to reflect your new store website.

So, variable placeholders can be used for the content that is global to the website such as store name, or location, so that the text automatically updates whenever you change the variable value.

The image shows two screenshots illustrating the use of variable placeholders. The top screenshot is the content editor for the 'Refunds & Returns Policy'. It features a 'CREATE FROM TEMPLATE' button and a rich text editor with a toolbar. The content includes a notice about policy updates, a 'Returns' section, and text mentioning '[LAST\_UPDATED\_DATE]', '[WEBSITE]', and '[EMAIL\_ADDRESS]'. A red arrow points from the editor to the live preview below. The bottom screenshot shows the 'Refund & Return Policy' page on the website. The content is rendered with the placeholders replaced: 'November 30, 2022', 'mycartzy.com', and 'aival.com'. A red callout box with an arrow points to the live preview, stating 'Refund & Return Policy page on the front end of the website'.

Whenever you make changes to your content, you need to click **"Save"** to save and publish the page (*more details given below*).

## Creating from a template

You can use this button in two ways:

**1. Publish the default page:** If you don't want to customize any of the pages, and want to publish the default pages, you can simply click it. It will publish the page with default **settings/design/format**.

**2. Undo customizations:** If you click the button **"Create from Template"** for any of the pages after customization, all your page settings will be lost, and that page will be set to default design and content. So, in this case, this button can be used to **"undo"** the customizations of a page altogether.

Refund and Return Policy page

The default template contains content for you to begin with. It contains the following variable placeholders as well:

**1. [WEBSITE]:** The URL of your webstore.

**2. [STORE\_NAME]:** This is the name of your store and can be configured on the **General Settings** page.

**3. [EMAIL\_ADDRESS]:** The email address at which you want to receive the customer queries. It is configurable on the **General Settings** page.

**4. [ADDRESS], [ADDRESS2], [CITY], [STATE], [ZIP]:** These are the variable placeholders for your store address. You can configure these on the **General Settings** page.

**5. [BUSINESS\_HOURS]:** The operational hours of your business. You can configure it on the **General Settings** page.

The image shows two screenshots related to the Refunds & Returns Policy. The top screenshot is the editor interface, titled "Refunds & Returns Policy". It includes a "CREATE FROM TEMPLATE" button in the top right corner. Below the title, there is a text area with the following content: "When you save your policies, they are linked in the footer of your checkout pages. You may also need to [add your policies to menus on your online store.](#)" Below this is a rich text editor with a toolbar. The editor content is: "REFUNDS & RETURNS POLICY", "DATE OF LAST UPDATE: 20 October 2022", "Returns", "If you are unsatisfied with your product for any reason you will have 30 days from the date of delivery to return the product and request a refund. You may return any Product (as defined below) purchased on [WEBSITE] in accordance with the terms below:", and "To complete your return, we require a receipt or proof of purchase." A red arrow points from the editor to the front-end view below.

The bottom screenshot is the front-end view, titled "Refund & Return Policy". It contains the following text: "REFUNDS & RETURNS POLICY", "DATE OF LAST UPDATE: 20 October 2022", "Returns", "If you are unsatisfied with your product for any reason you will have 30 days from the date of delivery to return the product and request a refund. You may return any Product (as defined below) purchased on farhan.mycartzy.com in accordance with the terms below:", "To complete your return, we require a receipt or proof of purchase.", "Please do not send your purchase back to the manufacturer.", and "A return authorization must be requested within 30 days of your date of delivery. You must contact us at [shop@phoenixrival.com](mailto:shop@phoenixrival.com) to request and receive an RMA." A red callout box with the text "Default page of Refund & Return Policy (front end)" has an arrow pointing to the main content area of the front-end view.

## Privacy policy page

The default template contains generic content for the privacy policy that you can edit according to your business requirements. The content also contains the following variable placeholders:

1. **[LAST\_UPDATED\_DATE]**: The date on which the privacy policy page was last updated.
2. **[WEBSITE]**
3. **[STORE\_NAME]**
4. **[EMAIL\_ADDRESS]**
5. **[ADDRESS], [ADDRESS2], [CITY], [STATE], [ZIP]**
6. **[BUSINESS\_HOURS]**

**Privacy policy** CREATE FROM TEMPLATE

When you save your policies, they are linked in the footer of your checkout pages.  
You may also need to [add your policies to menus on your online store](#).

PRIVACY POLICY  
DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [WEBSITE] (the "Site").

**PERSONAL INFORMATION WE COLLECT**

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer

**Default page of Privacy Policy (front end)**

**Privacy Policy**

PRIVACY POLICY  
DATE OF LAST UPDATE: September 13, 2023

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from farhan.mycartzy.com (the "Site").

**PERSONAL INFORMATION WE COLLECT**

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information".

## Terms and conditions page

The default template of the terms and conditions page contains generic content that you can edit according to your business requirements. You will find the following variable placeholders in the template content:

- 1. [LAST\_UPDATED\_DATE]:** The date on which the terms and conditions page was last updated.
- 2. [WEBSITE]**
- 3. [STORE\_NAME]**
- 4. [EMAIL\_ADDRESS]**
- 5. [ADDRESS], [ADDRESS2], [CITY], [STATE], [ZIP]**
- 6. [BUSINESS\_HOURS]**

The image shows two screenshots related to the Terms & Conditions page. The top screenshot is the editor interface, titled "Terms & Conditions". It includes a "CREATE FROM TEMPLATE" button in the top right corner. Below the title, there is instructional text: "When you save your terms & conditions, they are linked in the footer of your checkout pages. You may also need to [add your policies to menus on your online store.](#)". A rich text editor toolbar is visible, followed by the content of the template. The content includes the heading "TERMS & CONDITIONS", a placeholder for the update date "DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]", and an "OVERVIEW" section with placeholder text for the store name and website details. A red arrow points from the editor to the bottom screenshot. The bottom screenshot is the "Default page of Terms & Conditions (front end)", showing the rendered HTML. It features the same heading and update date (now "November 30, 2022"). The overview text is personalized with "Four Star Deals update" and the website "farhan.mycartzy.com". A red callout box with the text "Default page of Terms & Conditions (front end)" has an arrow pointing to the rendered page.

## Shipping policy page

The default shipping policy page contains basic content for you to edit the shipping policies according to your business operations and policies. The following variable placeholders are added to the template:

- 1. [LAST\_UPDATED\_DATE]:** The date on which the shipping policy page was last updated.
- [2. STORE\_NAME]**
- 3. [EMAIL\_ADDRESS]**
- 4. [ADDRESS], [ADDRESS2], [CITY], [STATE], [ZIP]**
- 5. [BUSINESS\_HOURS]**

The image shows two screenshots. The top screenshot is the editor interface for a 'Shipping policy'. It features a 'CREATE FROM TEMPLATE' button in the top right corner. Below the header, there is a text area with the following content: 'SHIPPING POLICY', 'DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]', 'Domestic Shipping Policy', 'Shipment processing time' (All orders are processed within 3 business days.), and 'Shipping rates and delivery estimated' (Shipping charges for your order will be calculated and displayed at checkout.). A red arrow points from the 'CREATE FROM TEMPLATE' button to the front-end view below. The bottom screenshot shows the 'Shipping Policy' page as it appears to customers. It contains the same text as the editor, but with the date 'November 30, 2022' and a table for shipping methods. A red callout box with the text 'Default page of Shipping Policy (front end)' has an arrow pointing to the top of this page.

**Shipping policy**

When you save your policies, they are linked in the footer of your checkout pages. You may also need to [add your policies to menus on your online store](#).

Source | B | I | U | A | A | | | | | | | | Normal |

**SHIPPING POLICY**  
DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]

**Domestic Shipping Policy**

**Shipment processing time**  
All orders are processed within 3 business days.

**Shipping rates and delivery estimated**  
Shipping charges for your order will be calculated and displayed at checkout.

**Shipping Policy**

SHIPPING POLICY  
DATE OF LAST UPDATE: November 30, 2022

Domestic Shipping Policy

**Shipment processing time**  
All orders are processed within 3 business days.

**Shipping rates and delivery estimated**  
Shipping charges for your order will be calculated and displayed at checkout.

Shipping method	Estimated delivery time	Shipment cost
Standard Shipping	3-8 business days	Free

USA: Currently we only ship to the United States forty-eight contiguous states and Washington, DC. However, we cannot ship to P.O. boxes or military bases or diplomatic locations.

**Default page of Shipping Policy (front end)**

## Saving and publishing a page

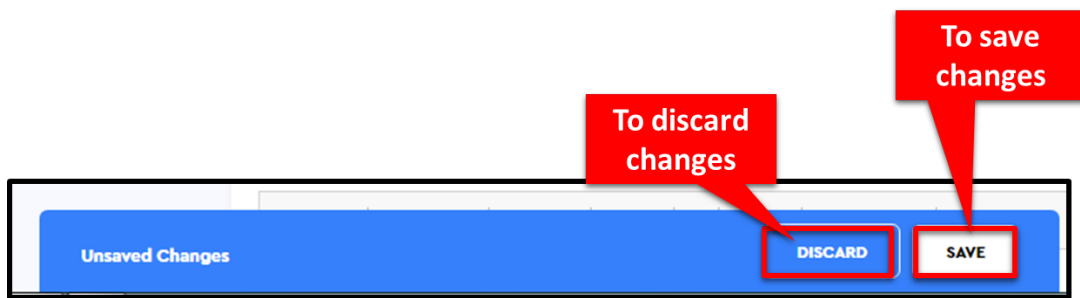
Whenever you start writing or making changes to the content in the editor box for any of the three pages, the **Unsaved Changes** notification popup appears at the bottom with the two buttons:

- **Discard:** Clicking on the **Discard** button will revert all the changes that you have made to your page, and you will lose all your customizations.
- **Save:** To save your edits, you need to click on the **Save** button.

When you click the **Create From Template** button to publish the default template of the page, the **Unsaved Changes** notification popup still appears.

To restore the default template, click **Save**. If you want to keep your customizations, click **Discard**.





## Adding a page to a menu

Against each page, there is a link given to add the page to the menus available on your store. Clicking on the link will take you to the **Navigations** page where you can configure the **Header** and **Footer** menus of your store.

**Refunds & Returns Policy** CREATE FROM TEMPLATE

When you save your policies, they are linked in the footer of your checkout pages.  
 You may also need to [add your policies to menus on your online store.](#)

Source | **B** *I* U **A** **A** | | | | | | | | | | Normal |

**REFUNDS & RETURNS POLICY**

DATE OF LAST UPDATE: 20 October 2022

**Returns**

If you are unsatisfied with your product for any reason you will have 30 days from the date of delivery to return the product and request a refund. You may return any Product (as defined below) purchased on [WEBSITE] in accordance with the terms below:

**Privacy policy** CREATE FROM TEMPLATE

When you save your policies, they are linked in the footer of your checkout pages.  
 You may also need to [add your policies to menus on your online store.](#)

Source | **B** *I* U **A** **A** | | | | | | | | | | Normal |

**PRIVACY POLICY**

DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [WEBSITE] (the "Site").

**Terms & Conditions** CREATE FROM TEMPLATE

When you save your terms & conditions, they are linked in the footer of your checkout pages.  
 You may also need to [add your policies to menus on your online store.](#)

Source | **B** *I* U **A** **A** | | | | | | | | | | Normal |

**TERMS & CONDITIONS**

DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]

**OVERVIEW**

This website is operated by [STORE\_NAME]. Throughout the site, the terms "we", "us" and "our" refer to [WEBSITE]. [STORE\_NAME] offers this website,

**Shipping policy** CREATE FROM TEMPLATE

When you save your policies, they are linked in the footer of your checkout pages. You may also need to [add your policies to menus on your online store.](#)

Source | **B** *I* U **A** **A** | | | | | | | | | | Normal |

**SHIPPING POLICY**

DATE OF LAST UPDATE: [LAST\_UPDATED\_DATE]

**Domestic Shipping Policy**

**Shipment processing time**

All orders are processed within 3 business days.

In the image shared below, all four pages are linked to the store footer.

**Footer of your store site**

<p><b>PAGES</b></p> <ul style="list-style-type: none"> <li>Track Order</li> <li>Contact Us</li> <li><a href="#">Refund &amp; Return Policy</a></li> <li><a href="#">Privacy Policy</a></li> <li><a href="#">Shipping Policy</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Terms &amp; Conditions</a></li> <li>FAQ</li> <li>All Products</li> <li>About Us</li> </ul>	<p><b>CONTACT US</b></p> <p>📍 Head Office: Street 11, Suite # 31, Newcastle, New South Wales 2267</p> <p>✉️ <a href="#">@yourstore.com</a></p> <p>🕒 Hours: Mon - Fri: 9am - 5pm est Someone will respond to you in 24-48 business hours.</p> <p> <span style="margin-right: 5px;"><a href="#">f</a></span> <span style="margin-right: 5px;"><a href="#">t</a></span> <span style="margin-right: 5px;"><a href="#">p</a></span> <span><a href="#">G</a></span> </p>
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## **Video: Tackling Cartzy Returns, Refunds, and Cancellations**

The video shared below covers useful tips for the content of legal pages and provides additional guidance on handling refunds, returns, and cancellations through emails.