

# Summary


Use this section to create, edit and manage FAQs. These Frequently Asked Questions will be output on your website at [www.yourdomain.co.uk/faqs](http://www.yourdomain.co.uk/faqs).

You can insert additional content to this page via the [Modular Blocks](#); just look for the relevant page under the Content section of your CMS

## Key to icons

 = is live or type unknown

 = is disabled

 = edit or type unknown

 = delete

## Setup

### Categories

#### FAQs

Delivery queries	Returns and refunds	Product problems
Price match	Placing or changing an order	My account

You can set up as many FAQ Categories as you wish; these will be used to streamline the customer journey.

Field	Purpose
Category Name	<i>This will be displayed to the customer</i>
Live	<i>Toggle between yes and no</i>

## Rules

It is possible to attach rules to FAQs. These will then output against individual Products that meet those criteria.

They will be output below Product level FAQs, and in the sequence of the FAQs, which may be altered via drag and drop

Manage Rules

Please add your qualifying rules below. Note that all FAQs in this group will apply, and all FAQs must meet the criteria to be eligible for this rule. It is also possible to assign FAQs to individual products on the Edit Product screen.

Qualifying items:

- + Choose qualifying categories
- + Choose qualifying brands
- + Choose qualifying collections
- + Choose qualifying attributes

## How Assignment Rules Work

The user sets up several rules, by which the website can check whether any product qualifies for FAQs.

Through this method, when products become eligible, those FAQs will apply immediately.

When a product ceases to be eligible, those FAQs will immediately be removed.

Rules are linked to an FAQ group, and not to individual FAQs

Simply select the criteria that you wish to apply to your Rule.

Assignment Rules work on an **AND** basis. That means that in order for a rule to be applied, all criteria must be met.

E.g. Products in the 'Sofa' category that also have the 'Leather' attribute

Once added, this will be automatically active, and all live Products will display the relevant selections.

# Questions

## Returns and refunds - FAQs

[Back to categories](#)

+ How long does it take?

— How can I request a refund?

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+ How do I return an item?

You can add as many questions as you like within a Category.

Field	Purpose
Question	<i>Enter a question</i>
Answer	<i>Enter the answer</i>
Live	<i>Toggle between yes/no</i>

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