

**WHAT IT IS**

An **automatic backup service** that takes daily snapshots which can be used to restore data from any specified point after the initial backup.

Shopify offers a **CSV import and export feature** for merchants. CSV files must be manually edited and reuploaded. Backups must be performed manually.

**TIME TO BACKUP**

**Seconds.** For certain data with an available webhook (orders, products, customers and collections) new changes are backed up immediately. All store data is backed up at least every 24 hours.

Typically around **a few hours**, depending on the amount of data and the speed of your internet connection.

**TIME TO RESTORE**

**Minutes** — Rewind's average time to restore.

**Hours, days or weeks** — if data can be restored at all.

**COST**

Starting at **\$3/month**

On freelance websites such as [Fiverr](#), Shopify web developers with experience handling comparable projects make **\$50-90 USD/hour**. Assuming you spend 4 hours a month backing up data (weekly), that's at least \$200/month.

**DATA AVAILABILITY**

Rewind backs up all orders, customers, products, themes, metadata, [and more](#).

The only data Rewind cannot backup and restore is customer login credentials, as that is not allowed by Shopify's API for privacy reasons.

*Please note that Rewind is unable to backup adjacent data, such as data that exists in 3rd party Shopify apps. Rewind will back up and restore data dependencies between third-party apps and your store, but data stored in a third-party app is not currently possible to back up.*

Shopify **does not** allow for the CSV export of:

Product collections, product variants, price rules, refunds, transactions, inventory levels, blogs, themes, metafields, comments, pages, URL redirects, theme assets, comments, script tags, payments, balance, store properties, disputes, transactions, and more.

**ASSISTANCE**

Rewind's [Knowledge Centre](#) is filled with step-by-step guides and video instructions to help you get started with backing up your store. Our dedicated support team is available via email, live chat, and phone 7 days a week.

Shopify **does not** offer backup assistance. Limited resources can be found in community forums. Shopify recommends in its Terms and Conditions that users have a backup and recovery solution in place for their account-level data.

## DATA STORAGE AND SECURITY

All data storage in the secure Rewind Vault is included in pricing. Rewind is hosted on Amazon Web Services (AWS), an infrastructure provider with [world-class security](#). Rewind is [GDPR](#) and SOC 2 compliant. Our [Status Page](#) is continually available.

**Users are responsible** for storing and maintaining their own data backups.

## RELIABLE DATA RESTORATION

Rewind lets you restore your Shopify data in minutes.

Re-uploading CSV exports are unreliable, can corrupt your data, or result in store downtime.

## CODING KNOWLEDGE

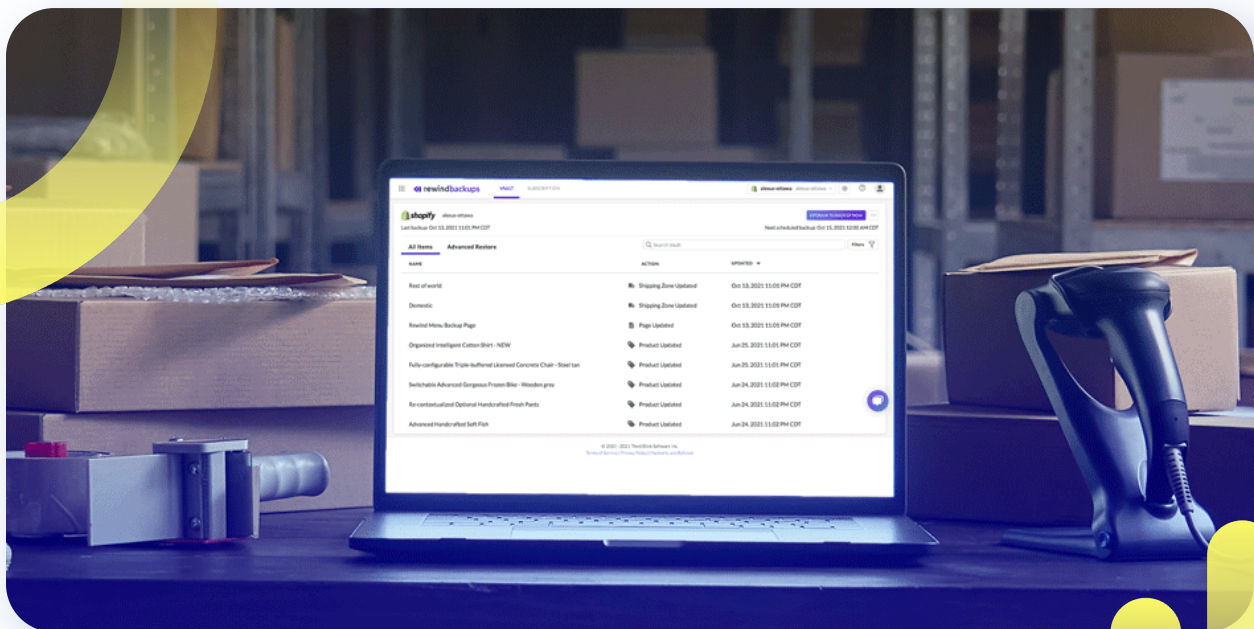
Rewind is a web-native app that requires **no coding or specialized technical knowledge**.

Shopify offers limited downloadable exports in CSV format. Most Shopify data requires knowledge of API calls to export. To re-import this data, specialized knowledge of the Shopify API is required.

## AUTOMATED BACKUPS

Rewind **automatically** performs a complete backup every 24 hours.

Users **must remember** to continually perform **manual backups**.



## Get peace of mind.

Join the 100,000+ organizations who trust Rewind to protect their cloud data. If you have any questions, please don't hesitate to contact us at [sales@rewind.com](mailto:sales@rewind.com)!

**START FREE TRIAL**

