AXIOPRAX FIXES · D23 · SUPPORT

Order confirmation delivery date checklist

Show customers when to expect their parcel, and how returns work, in the first email they get.

- ☐ **Estimated delivery dates turned on**
  Settings > Shipping and delivery > Estimated delivery dates > Manual or Automated
- ☐ **Fulfillment time matches how fast you really ship**
  Fulfillment time drop-down menu, then Save
- ☐ **Transit time set on every flat rate**
  Shipping profile > Edit shipping option > Transit time
- ☐ **Template still prints the estimate**
  Settings > Notifications > Orders > Order confirmation > Edit code: consolidated_estimated_delivery_time
- ☐ **Typed range added for rates with no date**
  Condition on shipping_method.title, exact rate names
- ☐ **Return policy link added and policy checked**
  {{ shop.url }}/policies/refund-policy and Settings > Policies
- ☐ **Previewed, test email sent, saved**
  Preview > Send test email > Save

If it breaks

- Revert to > Previous or Default, then Save.
- No dates at checkout: check for app rates or a mix of eligible and ineligible rates.
- Selling in several languages: test an order in each one.
- Change fulfillment time before peak season if dispatch slows down.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/add-delivery-dates-order-confirmation-shopify