AXIOPRAX FIXES · D21 · SUPPORT

AI agent store facts checklist

Check and publish the facts AI shopping agents use about your store, before Black Friday.

- ☐ **Open the knowledge base**
  Sales channels > Agentic > Sources > Knowledge Base
- ☐ **Approve or reject every suggested update**
  Approve & publish, or thumbs-down > Submit, then Save
- ☐ **Return window and refund details are correct**
  Returns & warranty category
- ☐ **Shipping countries and delivery types are clear**
  Fulfillment category
- ☐ **Contact details are current**
  Contact category
- ☐ **Holiday cutoff dates added and published**
  Additional facts > Add fact > Paragraph
- ☐ **Checked categories published, then saved**
  Publish all, or Status > Published facts

After the holidays

- Unpublish or update the holiday cutoff fact.
- Request a rescan after big storefront changes (up to 48 hours).
- Old Knowledge Base app over 1,000 facts: move extras before January 15, 2027.
- Product details are fixed on the product, not here.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/control-what-ai-agents-say-about-shopify-store