AXIOPRAX FIXES · D20 · SUPPORT

Inbox instant answers checklist

Answer the Black Friday chat questions once, before the rush.

- ☐ **Online store chat is turned on**
  Online Store > Edit theme > App embeds > Online store chat
- ☐ **Holiday shipping cutoff answer, with real dates**
  Sales channels > Inbox > Chat settings > Instant answers > Create instant answer
- ☐ **Holiday returns answer**
  Same section, or edit a suggested answer
- ☐ **Sizing answer**
  Same section
- ☐ **Shipping and returns dragged to the top**
  Instant answers > drag handle > Save
- ☐ **Track my order is turned on**
  Instant answers
- ☐ **Availability hours set for every day**
  Chat settings > Availability > Hours
- ☐ **Outside of available hours reply written**
  Automated first reply > Turn on

After the cutoff

- Edit or turn off the shipping cutoff answer the day it passes.
- Put your normal return window back.
- Check your hours again if you add staff for the sale.
- Read a week of chats and add the question you did not expect.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/shopify-inbox-instant-answers