

# FAQ Extension for Magento 2

## User Guide

Version 1.0

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## I) Introduction

**FAQ Extension for Magento 2** is a powerful tool for store owners to create informative and SEO-friendly FAQ pages. It allows customers to search and get the answers on the Knowledge base and FAQ lists. Through it, your online store can increase user experience and satisfaction.

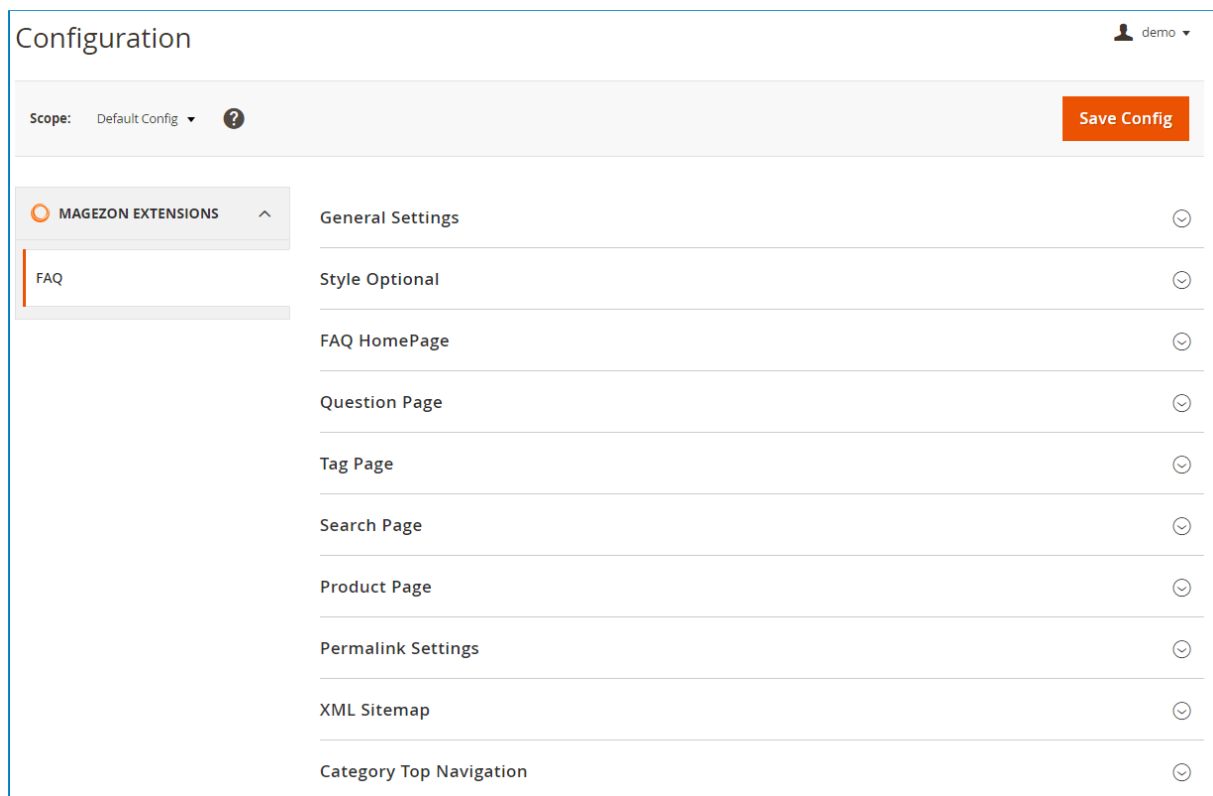
- Create FAQ pages
- Search questions instantly by using keywords
- Create and divide questions into categories & tags
- Question helpfulness rating
- Show FAQs tab on product detail page
- SEO-friendly FAQ pages
- Allow customers to submit their questions
- Fully responsive design
- Other stunning features
- 100% compatible with: Magezon Page Builder and Single Product Page Builder

## II) Configuration

After installing the extension, navigate to **Stores > Settings > Configuration**.

On the left panel, span **MAGEZON EXTENSIONS** and choose **FAQ**.

The interface will look like below:



Scope	Save Config
Default Config	Save Config
MAGEZON EXTENSIONS	
FAQ	
General Settings	⌵
Style Optional	⌵
FAQ HomePage	⌵
Question Page	⌵
Tag Page	⌵
Search Page	⌵
Product Page	⌵
Permalink Settings	⌵
XML Sitemap	⌵
Category Top Navigation	⌵

## 1. General Settings

In this tab, you can view the **Current Version** of the extension and customize **General Settings** for the FAQ pages.

### General Settings


**Current Version** 1.0.0  
[store view]


**Enable FAQ** Yes  
[store view]

**Limit Character** 200  
[store view]  
Limit character in category page, tag page and result page

**Terms & Conditions**  
[store view]  
Terms & Conditions

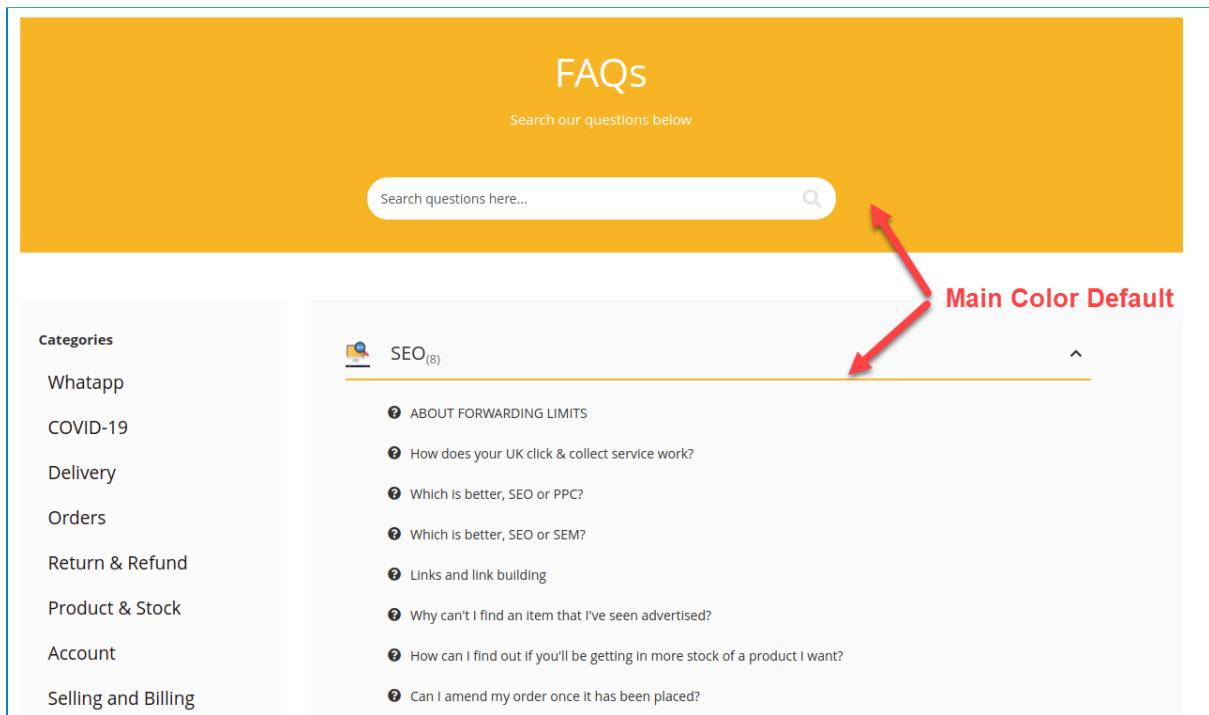
**Main Color** #e88e27  
[store view]

**Banner Image**  
[store view]  
  
 No file chosen  
 Delete Image  
Allowed file types: jpg, jpeg, gif, png, svg

**Loading Icon**  
[store view]  
  
 No file chosen  
 Delete Image  
Allowed file types: jpg, jpeg, gif, png, svg

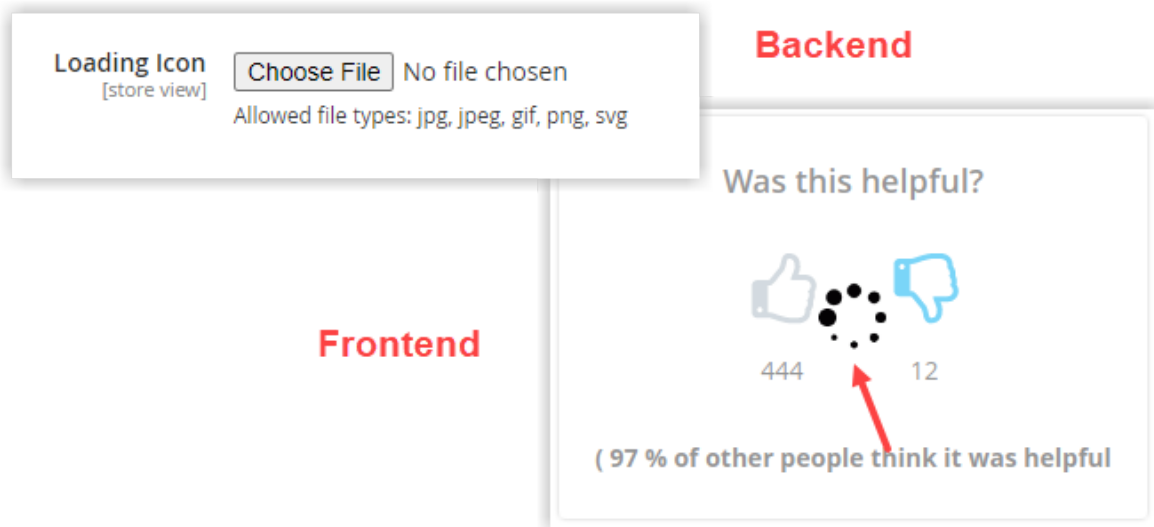
- **Enable FAQ:** Choose Yes/No to enable/disable the extension.

- **Limit Character:** Limit the maximum character for a short answer on FAQ Category page. If you leave this field blank, the maximum character is 225. A **“Read more”** link will display to allow visitors to view full details on a question detail page.
- **Terms & Conditions:** Add the terms & conditions link of your website to this field.
- **Main Color:** The color you choose in this section will be the main color of the FAQ pages in the frontend. If you leave it blank, the default main color will be set like the image below:



-

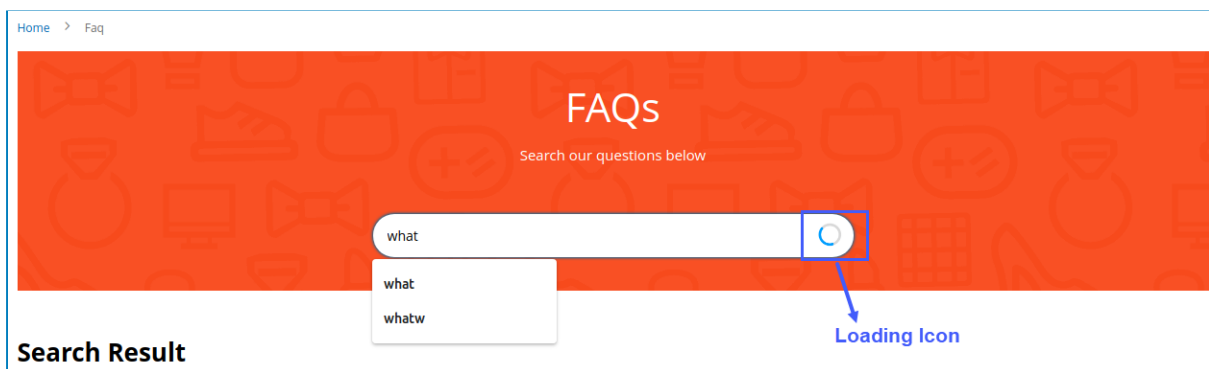
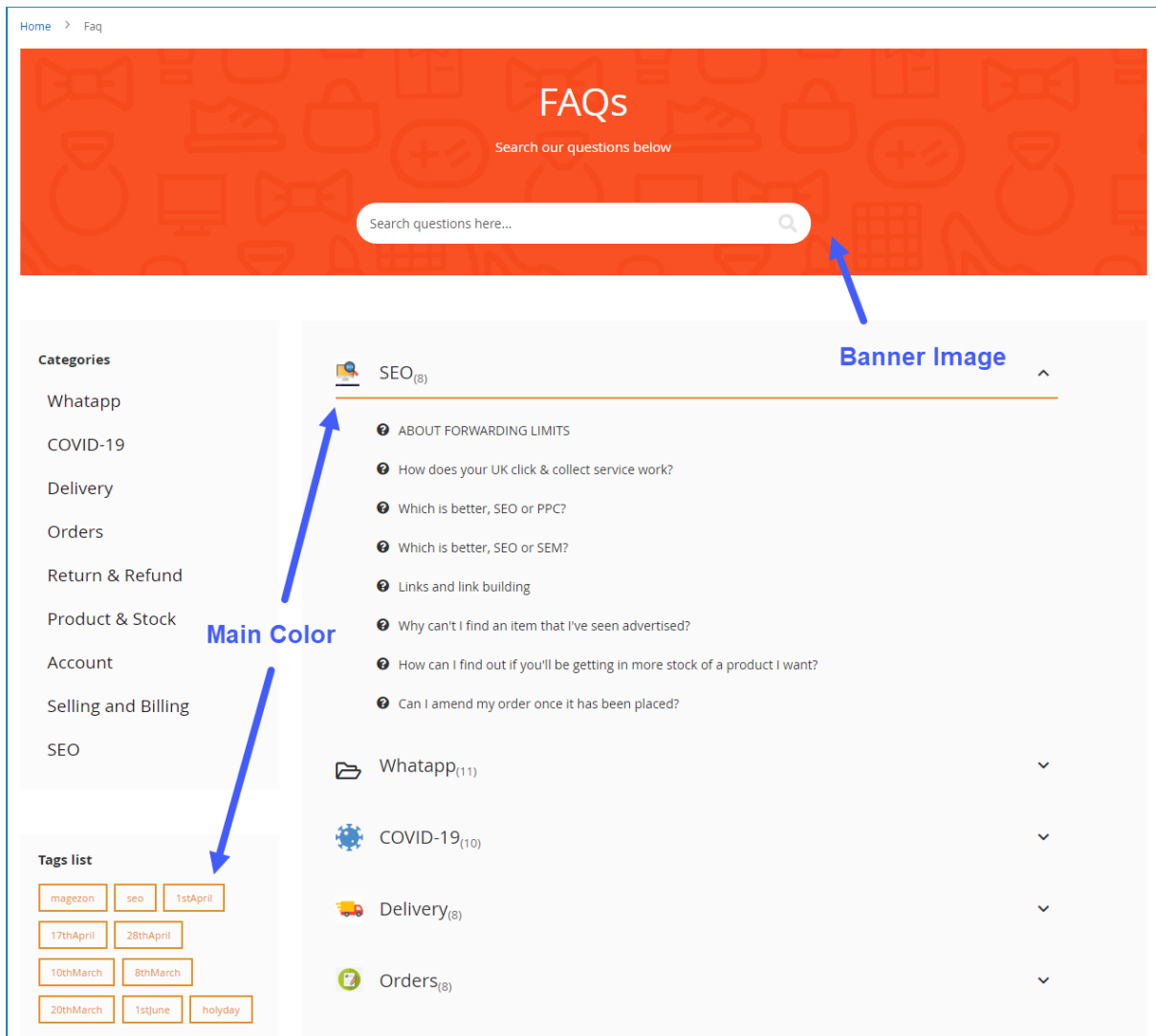
- **Banner Image:** Choose the image background for the banner of the FAQ pages.
- **Loading Icon:** Choose an icon that will display when you search in the search box and click the like/dislike icon on the Question detail page. If you leave it blank, the default loading icon will be set like the image below:



The image shows two parts of the Magezon interface. On the left, a 'Loading Icon' field is visible with a 'Choose File' button and the text 'No file chosen'. Below it, it lists 'Allowed file types: jpg, jpeg, gif, png, svg'. On the right, a 'Backend' view shows a 'Was this helpful?' widget. The widget displays a thumbs-up icon with '444' votes and a thumbs-down icon with '12' votes. A red arrow points to the thumbs-up icon, and below the widget, it says '( 97 % of other people think it was helpful )'.



Try the following settings and see the result in the frontend:



Home > Faq > SEO

## FAQs

Search our questions below

SEO

Short Answer

- Categories**
- Whatapp
  - COVID-19
  - Delivery
  - Orders
  - Return & Refund
  - Product & Stock

ABOUT FORWARDING LIMITS

When you forward a message, you can choose to share it with up to five chats at one time. However, when a message is forwarded through a chain of five or more chats, meaning it's at least five...

Read More >

Read More Link

How does your UK click & collect service work?

We work with click and collect service HubBox, so you can collect an order from a chosen pick up point. How does it work? (HubBox pickup point) At checkout,...

Read More >

## 2. Email Settings

**Email Settings**

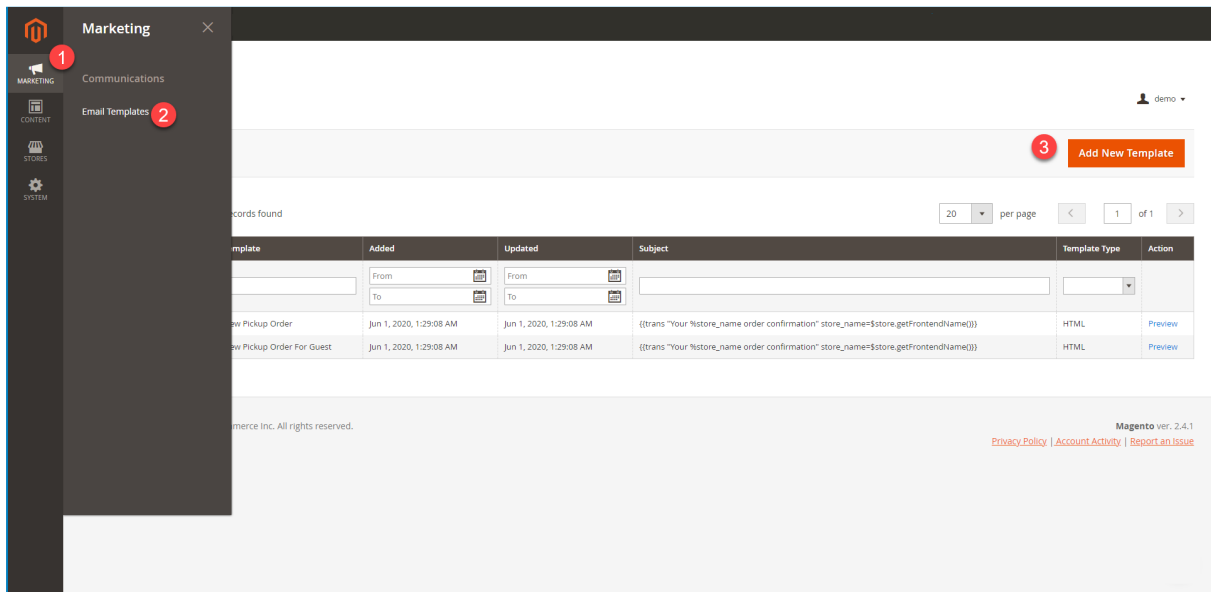
**Contact Name** [store view]

**Contact Email** [store view]   
Receive email ever customer submit question

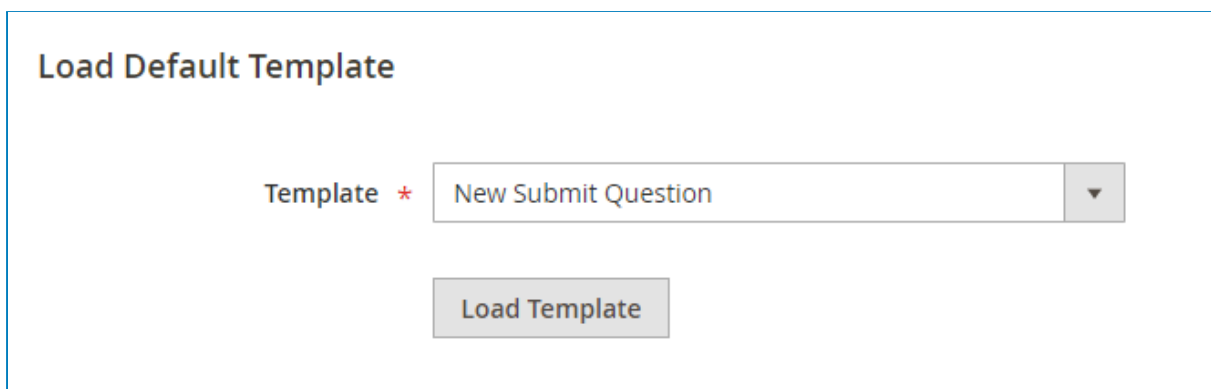
**New Submit Question Template** [store view]  ▼  
Send to admin when new question is submitted

**Question Answered Template** [store view]  ▼  
Send to user when his question is answered

- **Contact Name:** Enter the name that the admin wants to use to contact visitors.
  - **Contact Email:** Enter the email address of the admin in this field. The admin will receive the notification when a new question is submitted.
  - **New Submit Question Template:** Select a template for admin email notification in this field. It means that when a question is submitted, the admin will receive an email notification with the content is displayed as the selected template.
  - **Question Answered Template:** Select a template for user email notification in this field. When the user's question is answered, they will receive an email notification with the content is displayed as the selected template.
- **NOTE:**
- If you don't want to use default templates, follow this path to create your email templates: **Marketing >> Email Templates >> Add New Template**



- After click on the **Add New Template** button, move to configure the new email template.
- First, configure the **Load Default Template** section if you want to use a default template:
- + **Template:** In this field, choose template **New Submit Question** (for admin email notification) or **Question Answered** (for user email notification). After that, click on the **Load Template** button.



- Next, go to configure the **Template Information** section according to [Magento 2 User Guide](#).

### Template Information

Currently Used For Stores -> [Configuration](#) -> [FAQ](#) -> Email Settings -> New Submit Question Template (Default Config)

Template Name \*

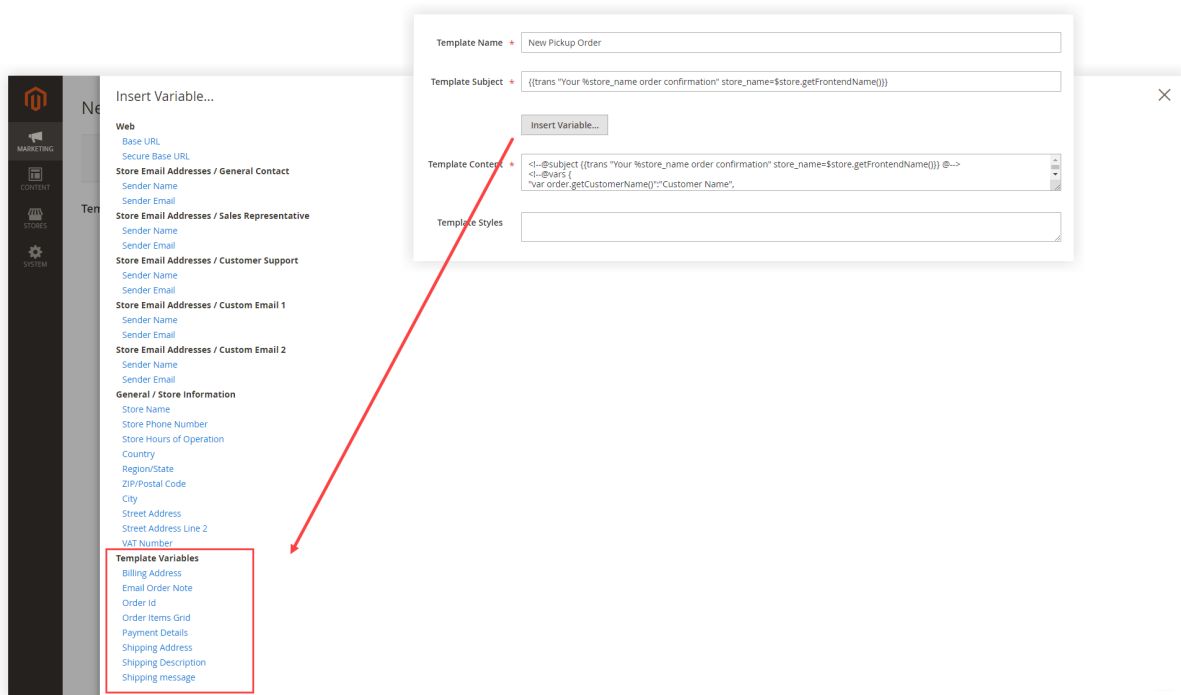
Template Subject \*

Template Content \* 

```
{{template config_path="design/email/header_template"}}  
<p class="greeting">{{trans "Hi %name," name=$contact_name}}</p>  
<p>  
    {{trans "You have already received a question from %customer_email." customer_email=$customer_email}}  
    {{trans "The question is %"}}<i>{{var question_title}}</i>  
    {{trans ". Let's check and update it. Thank you!" }}  
</p>  
{{template config_path="design/email/footer_template"}}
```

Template Styles

➤ **NOTE:** The FAQ extension for Magento 2 provides you with an additional **Variable** option named **Template Variables** as the following image:



### 3. Style Optional

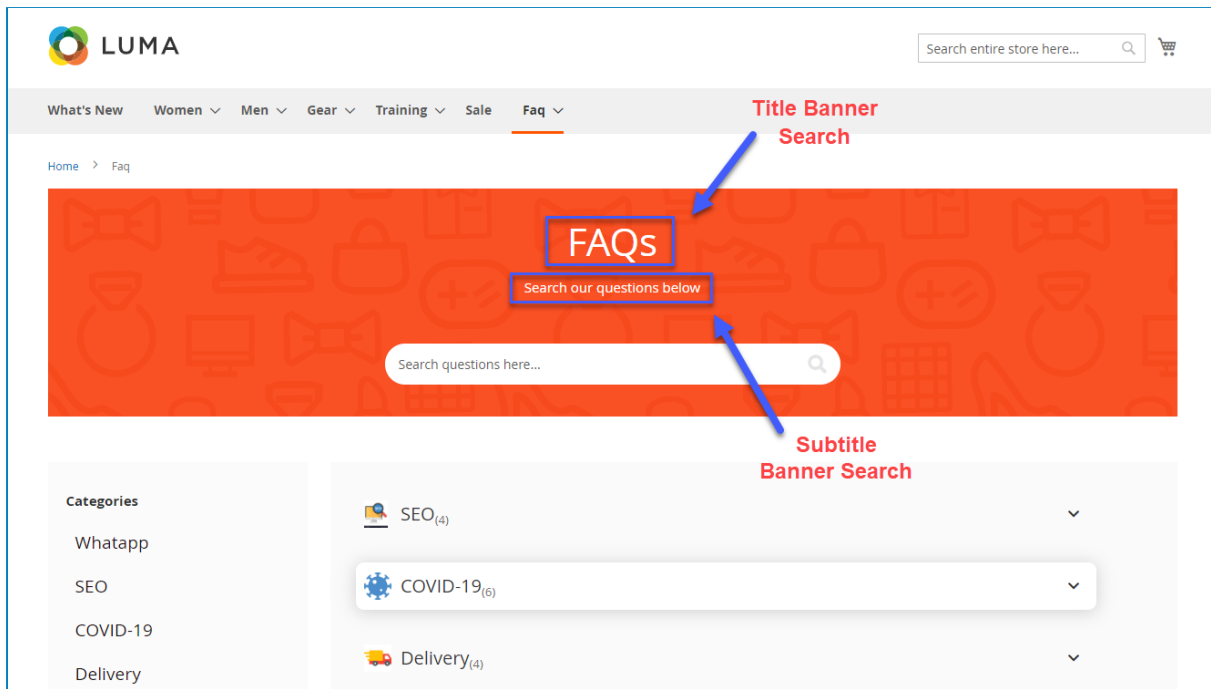
Style the Banner search and Set the place to display FAQ link on the website.

#### Style Optional

<b>Title Banner Search</b> <small>[store view]</small>	<input type="text" value="FAQs"/>
<b>Title Color</b> <small>[store view]</small>	<input type="text" value="#ffffff"/>
<b>Subtitle Banner Search</b> <small>[store view]</small>	<input type="text" value="Search our questions below"/>
<b>Subtitle Color</b> <small>[store view]</small>	<input type="text" value="#ffffff"/>
<b>Show Link on Top</b> <small>[store view]</small>	<input type="text" value="Yes"/> ▼
<b>Show Link on Footer</b> <small>[store view]</small>	<input type="text" value="Yes"/> ▼

- **Title Banner Search:** Enter the name of the banner. If leaving it blank, the default = Knowledge Base.
- **Title Color:** Choose the color for the title.
- **Subtitle Banner Search:** Enter the banner subtitle. If leaving it blank, the default = Search our questions below.
- **Subtitle Color:** Choose the color for the subtitle.

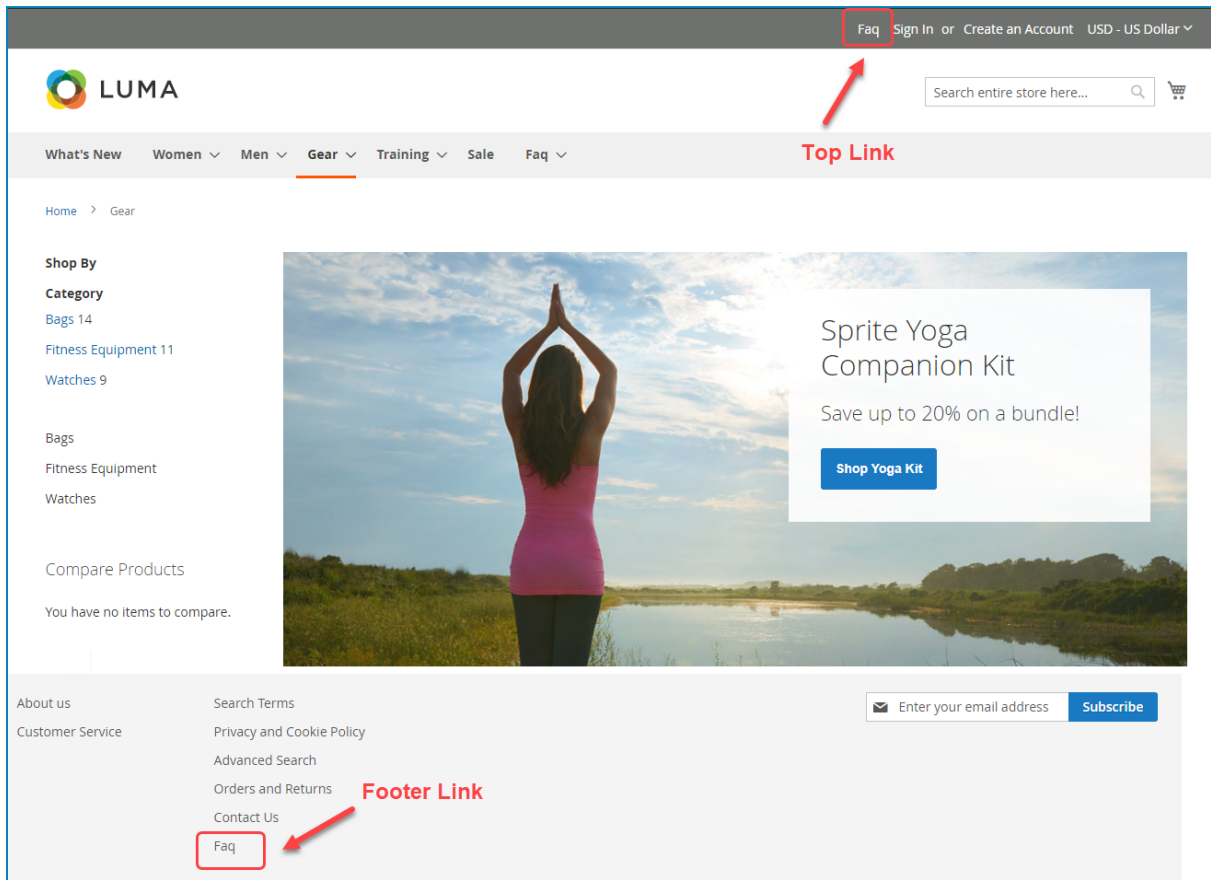
Then see the result:



- **Show Link on Top:** Choose Yes/No to show/hide the FAQ link on the top website.
- **Show Link on Footer:** Choose Yes/No to show/hide the FAQ link on the footer.



Let's see the result in the frontend:



## 4. FAQ Homepage


**FAQ HomePage**

**Title** [store view]

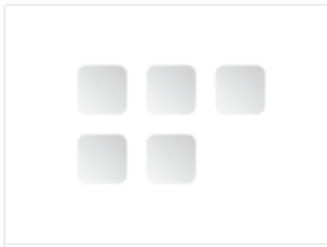
**Show Total Question** [store view]  ▼

**Page Layout** [store view]  ▼

**Theme** [store view]



Default



Theme 2

**Meta Title** [store view]

**Meta Keywords** [store view]

**Meta Description** [store view]

- **Title:** Enter the title for FAQ Homepage.
- **Show Total Question:** Choose Yes/No to show/hide the number of questions of each category on FAQ homepage.
- **Page Layout:** Choose one of 5 options below to define your FAQ Homepage layout:
  - + Empty
  - + 1 Column
  - + 2 Columns with left bar
  - + 2 Columns with right bar

+ 3 Columns

➤ **NOTE:** Category page and Tag page layout are set to default with 2 Columns with left bar layout.

Let's see **2 Columns with the right bar** Layout of question detail page:

Home > Faq > SEO > Which is better, SEO or SEM?

## FAQs

Search our questions below

Column

### WHICH IS BETTER, SEO OR SEM?

SEO
Whatsapp
COVID-19
Return & Refund
231
1
1 View

SEO is just one discipline encompassed by SEM (Search Engine Marketing). SEM includes PPC and SEO.

Google search results for "which is better, seo or sem".

Zero Gravity Marketing SEO | Improve Your Search Rankings

Pay Nothing Until You Rank | The Trusted SEO Company

\$199 Cheap SEO Packages | Get the Best for Less

Search engine marketing is a way to funnel in relevant traffic from the search engines by buying paid or sponsored ad listings. SEM often refers to PPC or pay-per-click advertising slash marketing.

SEO vs SEM: Which is Better for Your Business? - LYFE Marketing

People also ask

What are the differences between SEO and SEM?

What are the differences between SEO and PPC?

Which is better SEO or Google Adwords?

Is Google Adwords SEO or SEM?

SEO vs SEM: Which is Better for Your Business? - LYFE Marketing

If it's in the search engine, you can safely assume it's search engine marketing!

Was this helpful?

👍
👎

231      1

( 100 % of other people think it was helpful )

Right bar

TOP QUESTION

How does your UK standard delivery service work? >

How to update Whatsapp? >

ABOUT FORWARDING LIMITS >

Where is my order? >

How can I find out if you'll be getting in more stock of a product I want? >

CATEGORIES

- 📁 Whatsapp
- 🔧 COVID-19
- 🚚 Delivery
- 📄 Orders
- 💰 Return & Refund
- 📦 Product & Stock
- 👤 Account
- 🛒 Selling and Billing
- 🔍 SEO

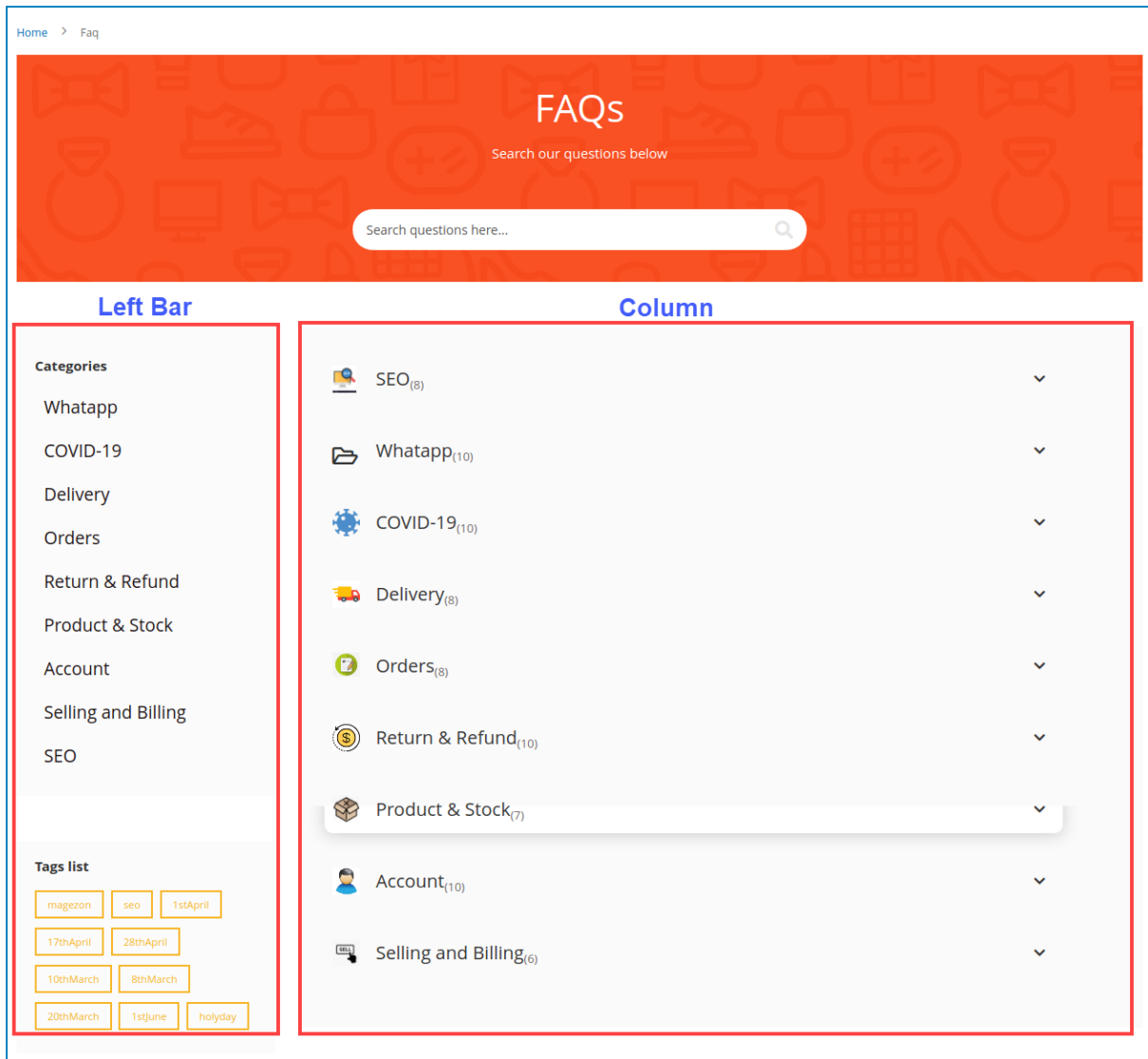
TAGS

#magezon
#seo
#1stApril
#17thApril
#28thApril
#10thMarch
#8thMarch
#20thMarch
#1stJune
#holiday

Tags: #MAGEZON, #SEO, #1STAPRIL, #17THAPRIL, #28THAPRIL, #10THMARCH



Let's see **2 Columns with left bar** Layout in the frontend:



The screenshot displays the frontend layout for the FAQ page. At the top, there is a navigation breadcrumb "Home > Faq". Below this is a large orange header with the text "FAQs" and "Search our questions below". A search bar is positioned in the center of the header with the placeholder text "Search questions here...".

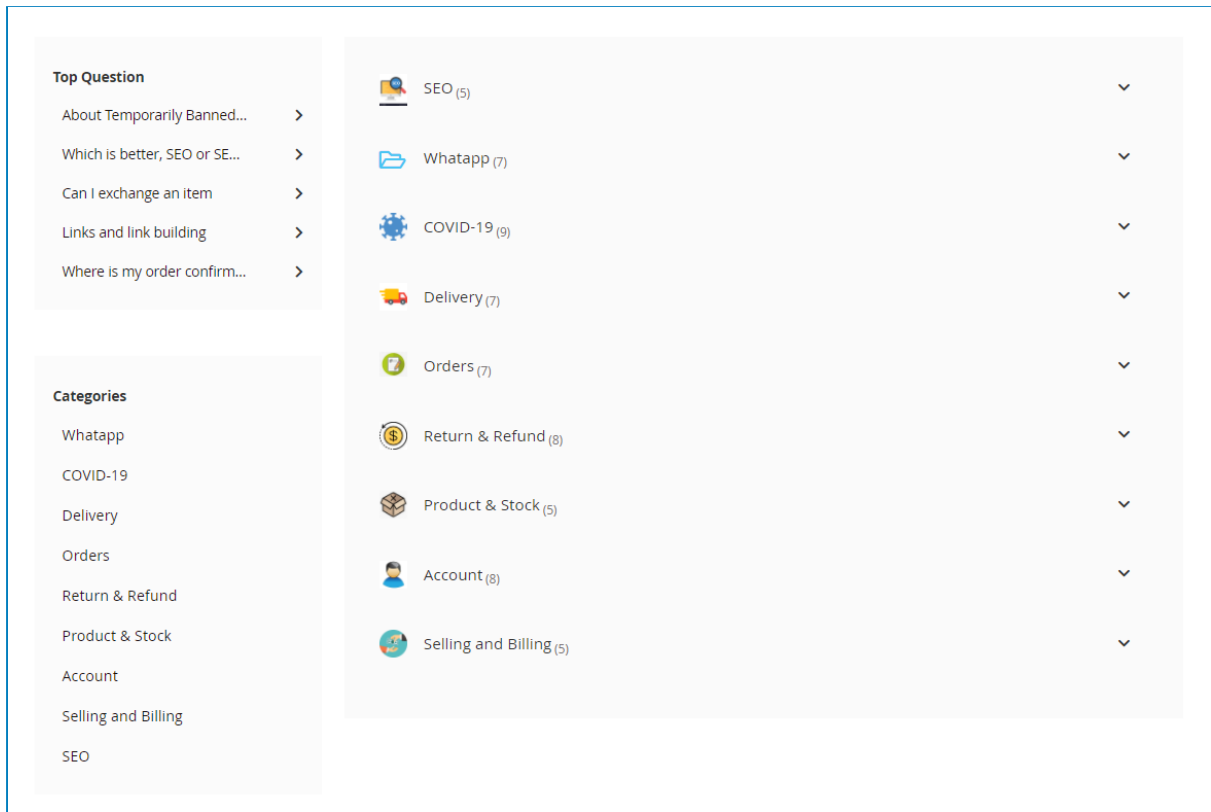
The main content area is divided into two columns:

- Left Bar:** This column contains a list of categories: "Whatapp", "COVID-19", "Delivery", "Orders", "Return & Refund", "Product & Stock", "Account", "Selling and Billing", and "SEO". Below the categories is a "Tags list" section with several tags: "magezon", "seo", "1stApril", "17thApril", "28thApril", "10thMarch", "8thMarch", "20thMarch", "1stjune", and "holyday".
- Column:** This column displays a list of FAQ categories with their respective counts and dropdown arrows. The categories are: "SEO (8)", "Whatapp (10)", "COVID-19 (10)", "Delivery (8)", "Orders (8)", "Return & Refund (10)", "Product & Stock (7)", "Account (10)", and "Selling and Billing (6)". The "Product & Stock (7)" category is currently selected and highlighted.



- **Theme:** Select a theme for FAQ homepage.

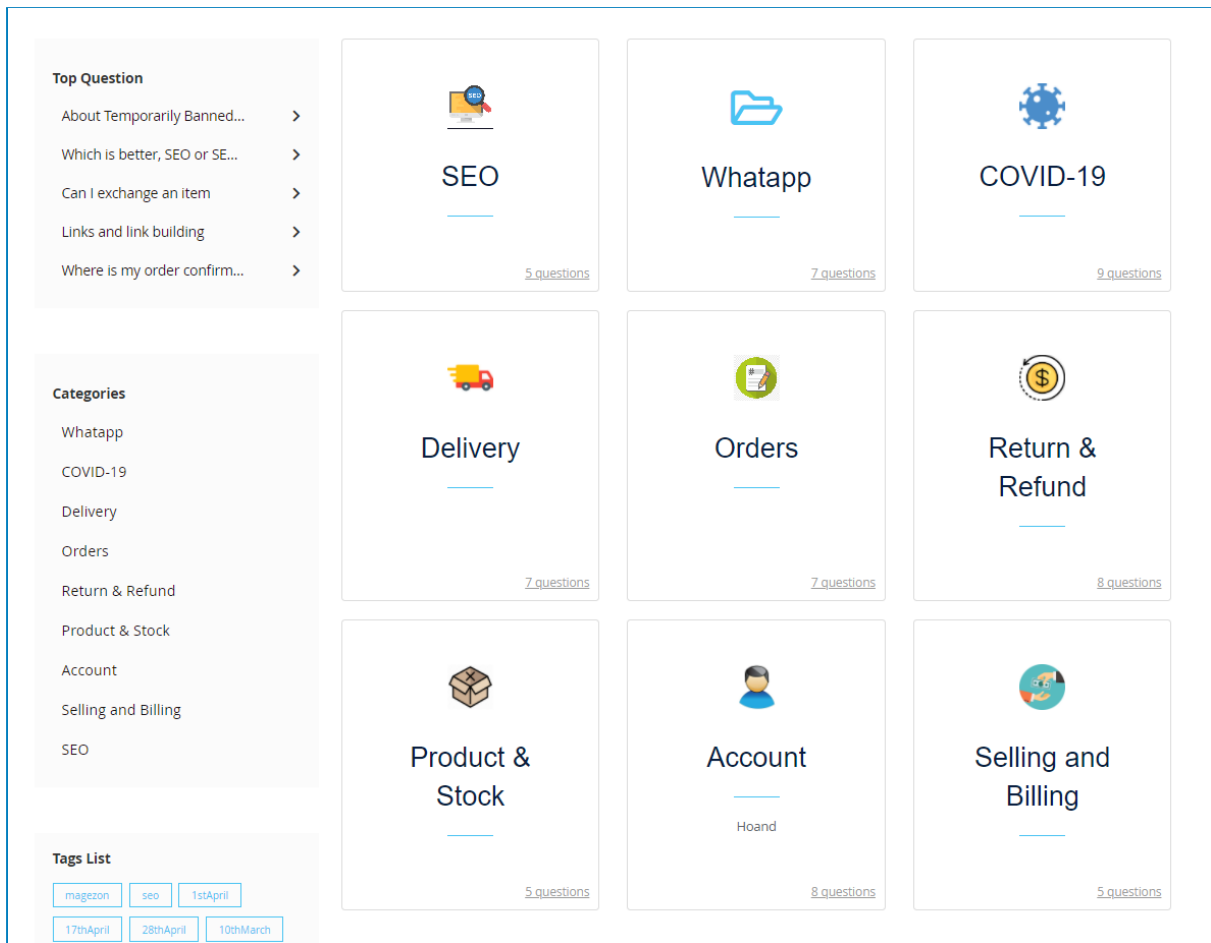
This is the **Default** theme:



The screenshot displays the 'Default' theme for the FAQ homepage. It features a sidebar on the left with two sections: 'Top Question' and 'Categories'. The 'Top Question' section lists five questions with right-pointing chevrons. The 'Categories' section lists nine categories. The main content area on the right is a vertical list of ten categories, each with an icon, a title, a count in parentheses, and a downward-pointing chevron.

Section	Item	Count
Top Question	About Temporarily Banned...	
	Which is better, SEO or SE...	
	Can I exchange an item	
	Links and link building	
	Where is my order confirm...	
Categories	SEO	(5)
	Whatapp	(7)
	COVID-19	(9)
	Delivery	(7)
	Orders	(7)
	Return & Refund	(8)
	Product & Stock	(5)
	Account	(8)
	Selling and Billing	(5)
	SEO	(5)

This is the **Theme 2:**



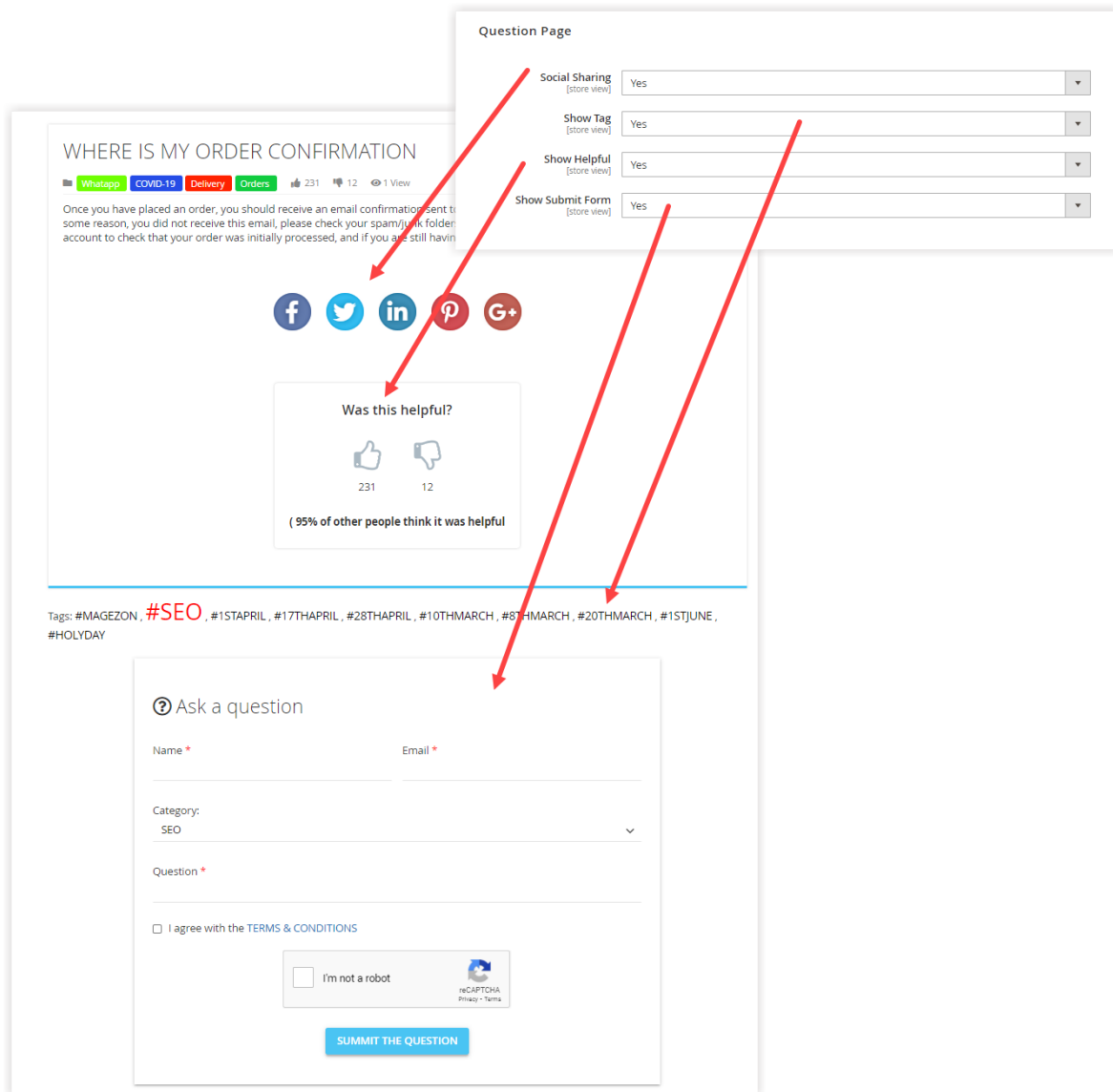
The screenshot displays the FAQ Theme 2 interface. On the left is a sidebar with three sections: 'Top Question' containing five links with right-pointing chevrons; 'Categories' containing nine items with right-pointing chevrons; and 'Tags List' containing nine date-based tags. The main content area features a 3x3 grid of FAQ cards. Each card includes an icon, a title, a horizontal line, and a 'questions' count at the bottom.

Category	Icon	Title	Questions
Top Question	Search icon	SEO	5 questions
Top Question	Folder icon	Whatapp	7 questions
Top Question	COVID-19 icon	COVID-19	9 questions
Categories	Truck icon	Delivery	7 questions
Categories	Document icon	Orders	7 questions
Categories	Dollar sign icon	Return & Refund	8 questions
Categories	Box icon	Product & Stock	5 questions
Categories	Person icon	Account	8 questions
Categories	Shopping cart icon	Selling and Billing	5 questions

➤ **You can configure the meta info that is useful for your better SEO**

- **Meta Title:** Set meta title for FAQ Homepage.
- **Meta Keywords:** Set meta keywords for FAQ Homepage.
- **Meta Description:** Set meta description for FAQ Homepage.

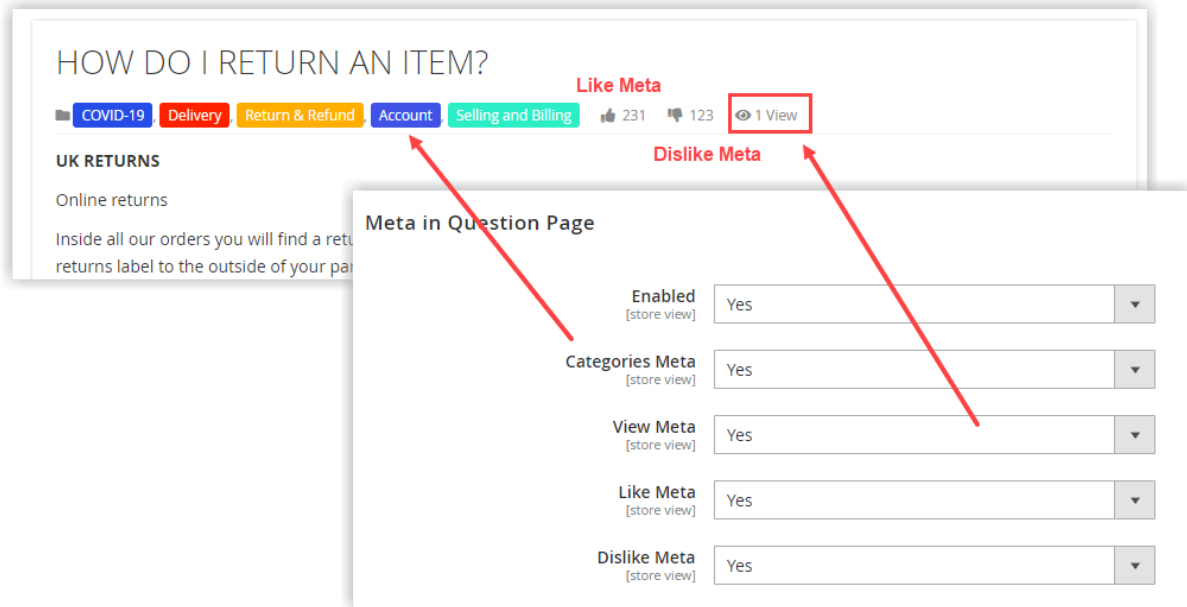
## 5. Question Page



- **Social Sharing:** Choose Yes/No to enable/disable customers sharing the question and answer in the question detail page on social media such as Facebook, Twitter, LinkedIn, and Pinterest.
- **Show Tag:** Choose Yes/No to show/hide tags on the question detail page.
- **Show Helpful:** Choose Yes/No to enable/disable customers to vote the helpfulness of the question in the question detail page.
- **Show Submit Form:** Choose/No to show/hide submit form on question page.



## 5.1: Meta in Question Page



- **Enabled:** Choose Yes/No to enable/disable Meta in the question detail page.
  - **Categories Meta:** Choose Yes/No to show/hide categories in the Question detail page.
  - **View Meta:** Choose Yes/No to show/hide the number of views of the question in the Question detail page.
  - **Like Meta:** Choose Yes/No to show/hide the number of likes in the question detail page.
  - **Dislike Meta:** Choose Yes/No to show/hide the number of dislikes in the question detail page.
- **NOTE:** In the question detail page, on the right bar, you can show/hide questions in the Top questions tab, categories in the categories tab, or tags in the Tags tabs by clicking on the chevron icon like the image below.

## ABOUT FORWARDING LIMITS

SEO Whatsapp 444 12 2 Views

When you forward a message, you can choose to share it with up to five chats at one time. However, when a message is forwarded through a chain of five or more chats, meaning it's at least five forwards away from its original sender, the message is labeled with a double arrow icon. These messages can only be forwarded to one chat at a time, as a way to help keep conversations on WhatsApp intimate and personal. This also helps slow down the spread of rumors, viral messages, and fake news.



Was this helpful?



444

12

(97% of other people think it was helpful)

Tags: #SEO, #1STAPRIL, #17THAPRIL, #28THAPRIL, #10THMARCH, #8THMARCH, #20THMARCH, #1STJUNE #HOLIDAY

### TOP QUESTION

- How does your UK standard delivery service work? >
- How to update WhatsApp? >
- Where is my order? >
- How can I find out if you'll be getting in more stock of a product I want? >
- About moving from WhatsApp Messenger to WhatsApp Business >



### CATEGORIES

- Whatsapp
- COVID-19
- Delivery
- Orders
- Return & Refund
- Product & Stock
- Account
- Selling and Billing
- SEO



### TAGS

- magezon
- seo
- 1stApril
- 17thApril
- 28thApril
- 10thMarch
- 8thMarch
- 20thMarch
- 1stJune
- holiday



## 6. Tag And Category Page

Tag and Category Page

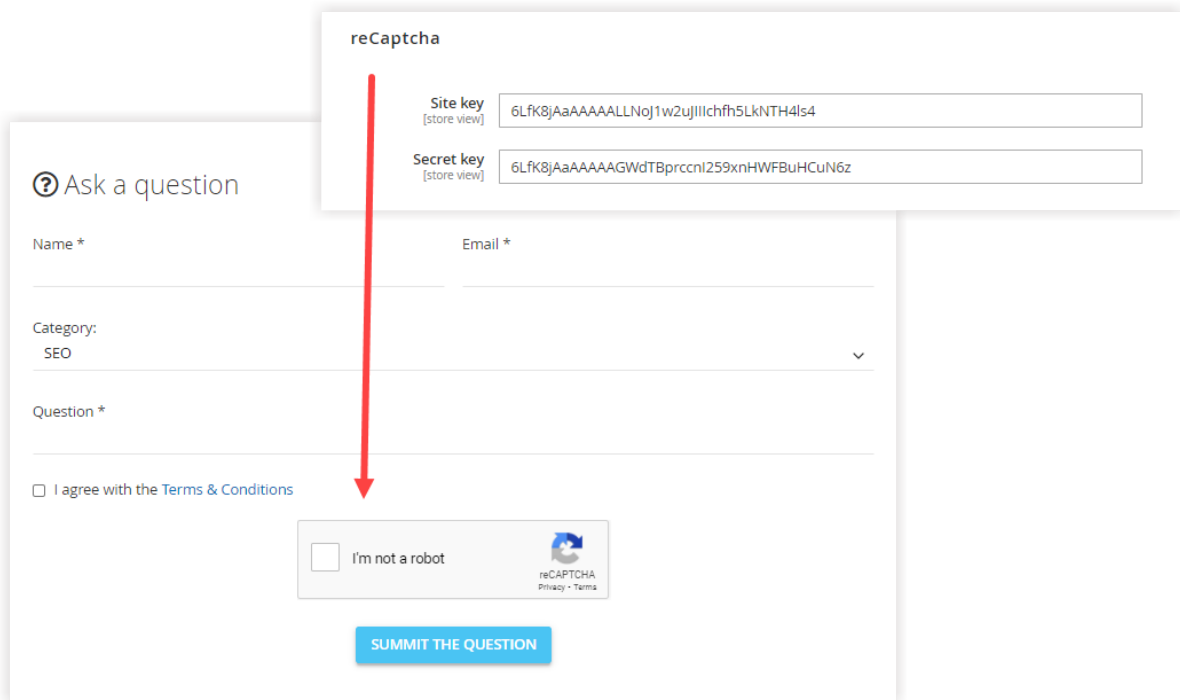
Questions Per Page [store view]

Default Robots [store view]  ▼

- **Questions Per Page:** set maximum number of questions that will display in Category page, Tag page, and Search result page.
- **Default Robots:** Select default robots for FAQ Homepage to optimize your page in search results.

## 7. reCaptcha

Google reCaptcha will appear before customers submit question forms.



The image shows a 'reCaptcha' configuration window overlaid on a question form. The configuration window has two input fields: 'Site key [store view]' with the value '6Lfk8jAaAAAAALLNoj1w2ujlllchfh5LkNTH4ls4' and 'Secret key [store view]' with the value '6Lfk8jAaAAAAAGWdTbprccnl259xnHWFBuHCuN6z'. A red arrow points from the 'Site key' field down to the 'I'm not a robot' checkbox in the form below. The form includes fields for 'Name \*', 'Email \*', 'Category:' (set to 'SEO'), and 'Question \*'. It also has a checkbox for 'I agree with the Terms & Conditions' and a 'SUMMIT THE QUESTION' button.


- **Site Key - Secret Key:** Get Site Key and Secret Key [here](#).

Questions display on the Category page:

Home > Faq > Return & Refund

## FAQs

Search our questions below

 Return & Refund

<ul style="list-style-type: none"> <li>Whatapp</li> <li>COVID-19</li> <li>Delivery</li> <li>Orders</li> <li style="background-color: #f2f2f2; padding: 2px 5px;">Return &amp; Refund</li> <li>Product &amp; Stock</li> <li>Account</li> <li>Selling and Billing</li> <li>SEO</li> </ul>	<ul style="list-style-type: none"> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Which is better, SEO or SEM? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Links and link building <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">How do I return an item? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">How can I access my wish list? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Do your phone cases offer full protection? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Why can't I find an item that I've seen advertised? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">How can I find out if you'll be getting in more stock of a product I want? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Can I exchange an item <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Where is my order? <span style="float: right;">+</span></li> <li style="border-bottom: 1px solid #ccc; padding: 5px 0;">Can I cancel my order? <span style="float: right;">+</span></li> </ul>
---	--

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Questions display on the Tag page:

Home > Faq > Tag Archives: magezon

## FAQs

Search our questions below

### Tag Archives: magezon

#### Tags list

- magezon
- seo
- 1stApril
- 17thApril
- 28thApril
- 10thMarch
- 8thMarch
- 20thMarch
- 1stjune
- holyday

#### Compare Products

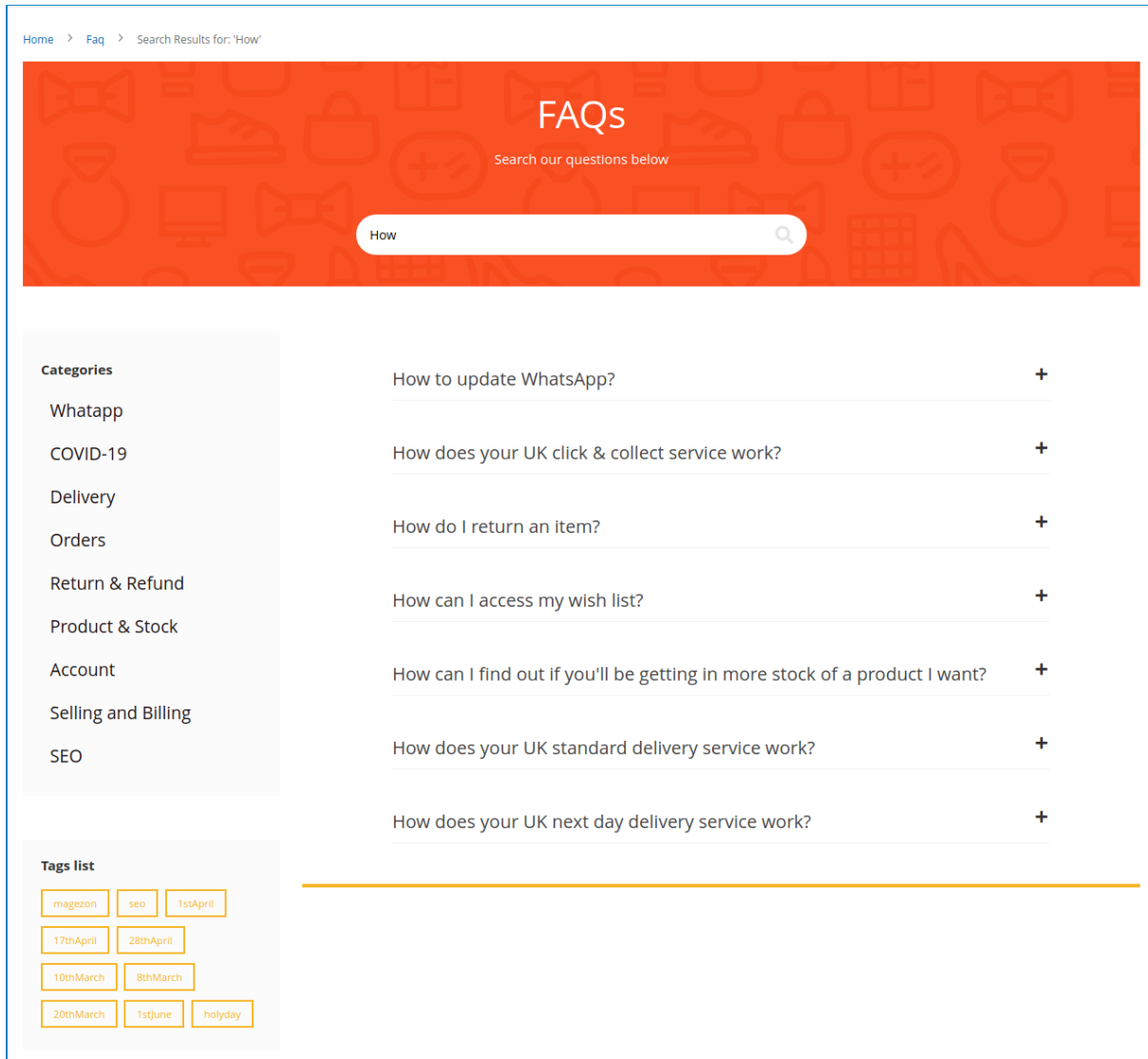
You have no items to compare.

#### My Wish List

You have no items in your wish list.

- About moving from WhatsApp Messenger to WhatsApp Business +
- How to update WhatsApp? +
- Stolen accounts +
- How does your UK click & collect service work? +
- Which is better, SEO or PPC? +
- Which is better, SEO or SEM? +
- Do your phone cases offer full protection? +
- Why can't I find an item that I've seen advertised? +
- Where is my order? +
- Can I cancel my order? +

Questions display on the Search results page:



The screenshot shows the Magezon FAQ search results page. At the top, there is a breadcrumb trail: Home > Faq > Search Results for: 'How'. Below this is a large orange banner with the text 'FAQs' and 'Search our questions below'. A search bar contains the text 'How'. On the left side, there is a 'Categories' list with items: Whatapp, COVID-19, Delivery, Orders, Return & Refund, Product & Stock, Account, Selling and Billing, and SEO. Below the categories is a 'Tags list' with various date-based tags: magezon, seo, 1stApril, 17thApril, 28thApril, 10thMarch, 8thMarch, 20thMarch, 1stJune, and holiday. The main content area displays a list of FAQ questions, each with a plus sign to its right, indicating they can be expanded. The questions are: 'How to update WhatsApp?', 'How does your UK click & collect service work?', 'How do I return an item?', 'How can I access my wish list?', 'How can I find out if you'll be getting in more stock of a product I want?', 'How does your UK standard delivery service work?', and 'How does your UK next day delivery service work?'. A horizontal orange line is positioned below the list of questions.

## 8. Search Page

Search Page

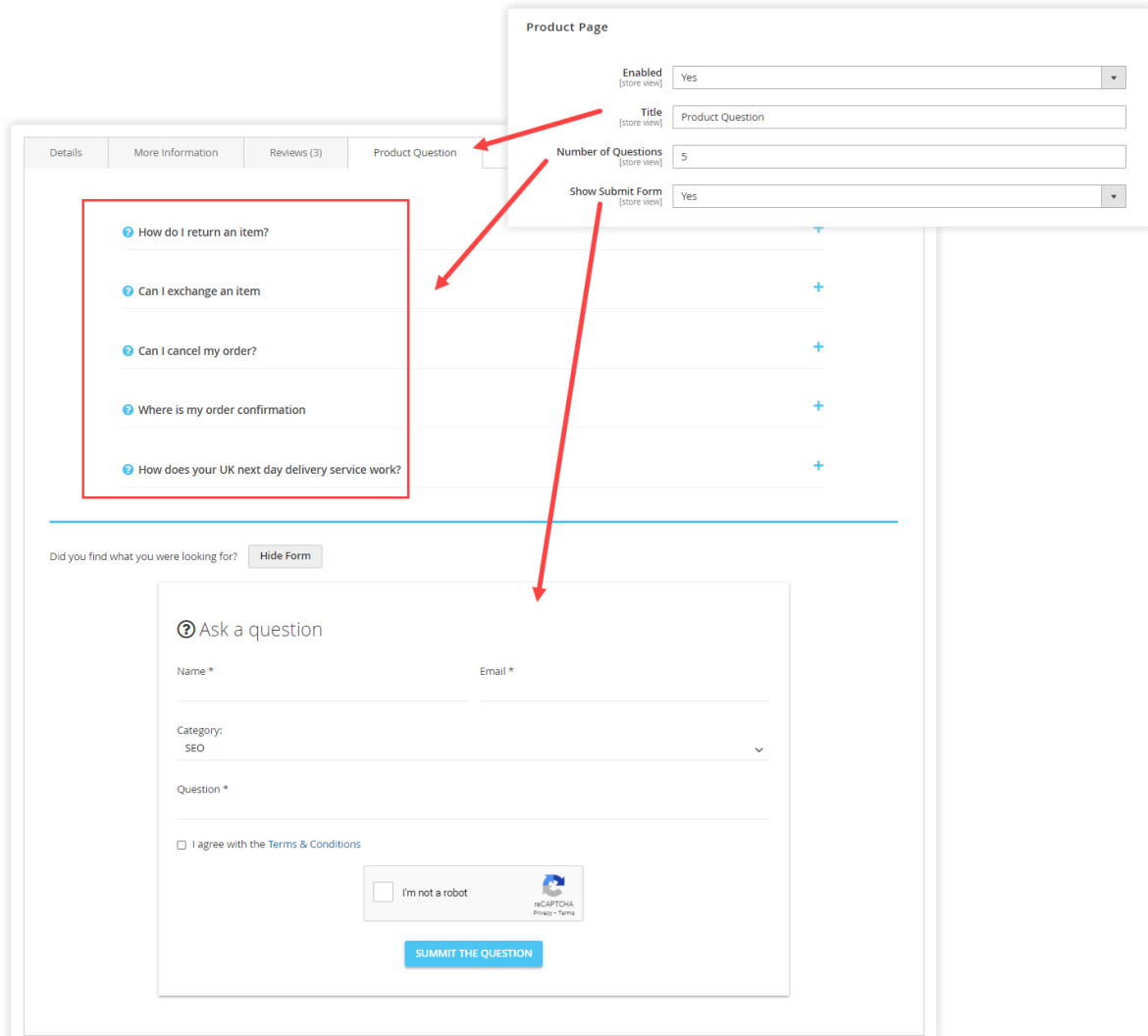
Enable Search Ajax [store view]

Default Robots [store view]

- **Enable Search Ajax:** If you choose Yes, the results will display without page reloading. In contrast, If you choose No, the results will display after the page is reloaded.
- **Default Robots:** Select default robots for FAQ Homepage to optimize your page in search results.



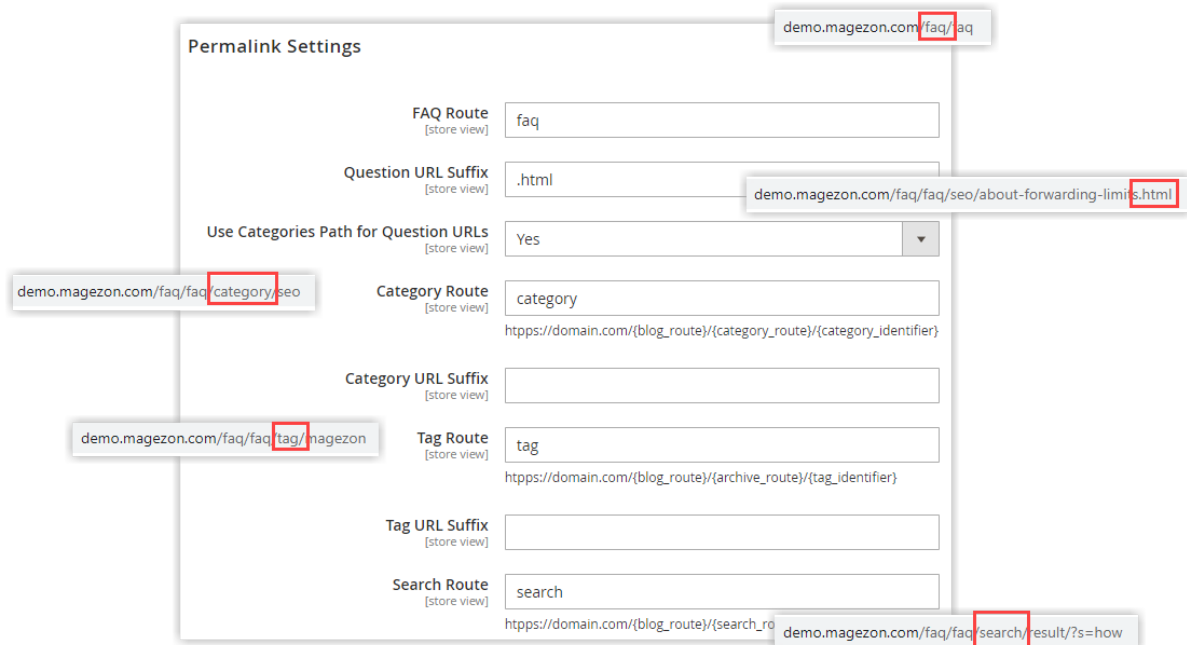
## 9. Product Page



- **Enabled:** Choose Yes/No to show/hide FAQs tab on the product page.
- **Title:** Enter the name for the FAQ tab that displays on the Product page.
- **Number of Questions:** Set maximum number of questions that will display in FAQs tab on the product page.
- **Show Submit Form:** Choose Yes/No to show/hide submit form on Product Page.

## 10. Permalink Settings

This section is used to help your FAQ pages become more SEO friendly.



**Permalink Settings**

FAQ Route [store view]:  → demo.magezon.com/faq/faq

Question URL Suffix [store view]:  → demo.magezon.com/faq/faq/seo/about-forwarding-limits.html

Use Categories Path for Question URLs [store view]:

Category Route [store view]:  → demo.magezon.com/faq/faq/category/seo  
https://domain.com/{blog\_route}/{category\_route}/{category\_identifier}

Category URL Suffix [store view]:

Tag Route [store view]:  → demo.magezon.com/faq/faq/tag/magezon  
https://domain.com/{blog\_route}/{archive\_route}/{tag\_identifier}

Tag URL Suffix [store view]:

Search Route [store view]:  → demo.magezon.com/faq/faq/search/result?s=how  
https://domain.com/{blog\_route}/{search\_route}

- **FAQ Route:** The route of FAQ Homepage is entered in this field.
- **Question URL Suffix:** Enter the URL Suffix for question detail page.
- **Use Categories Path for Question URLs:** If you choose Yes, the category route will be included in question URLs. In contrast, if you choose No, the category route will not be included in question detail page URLs.
- **Category Route:** Enter the route of the Category page in this field.
- **Category URL Suffix:** Enter the URL Suffix for category page.
- **Tag Route:** Enter the route of Tag page.
- **Tag URL Suffix:** Enter the URL Suffix for Tag page.
- **Search Route:** Enter the route of the Search page.

## 11. XML Sitemap

This section will help Search Engine collect the information of your FAQ pages easily.

**Enabled**  
[store view]

**Frequency**  
[store view]   Use system value

**Priority**  
[store view]   Use system value

Valid values range from 0.0 to 1.0.

### 11.1 FAQ Homepage

- **Enabled:** Choose Yes/No to enable/disable XML Sitemap of FAQ Homepage.
- **Frequency:** Define the sitemap update frequency (by default, this option utilizes the system value).
- **Priority:** Define the sitemap update priority (by default, this option utilizes the system value).

### 11.2 FAQ Categories

- **Enabled:** Choose Yes/No to enable/disable XML Sitemap of FAQ Category pages.
- **Frequency:** Define the sitemap update frequency (by default, this option utilizes the system value).
- **Priority:** Define the sitemap update priority (by default, this option utilizes the system value).

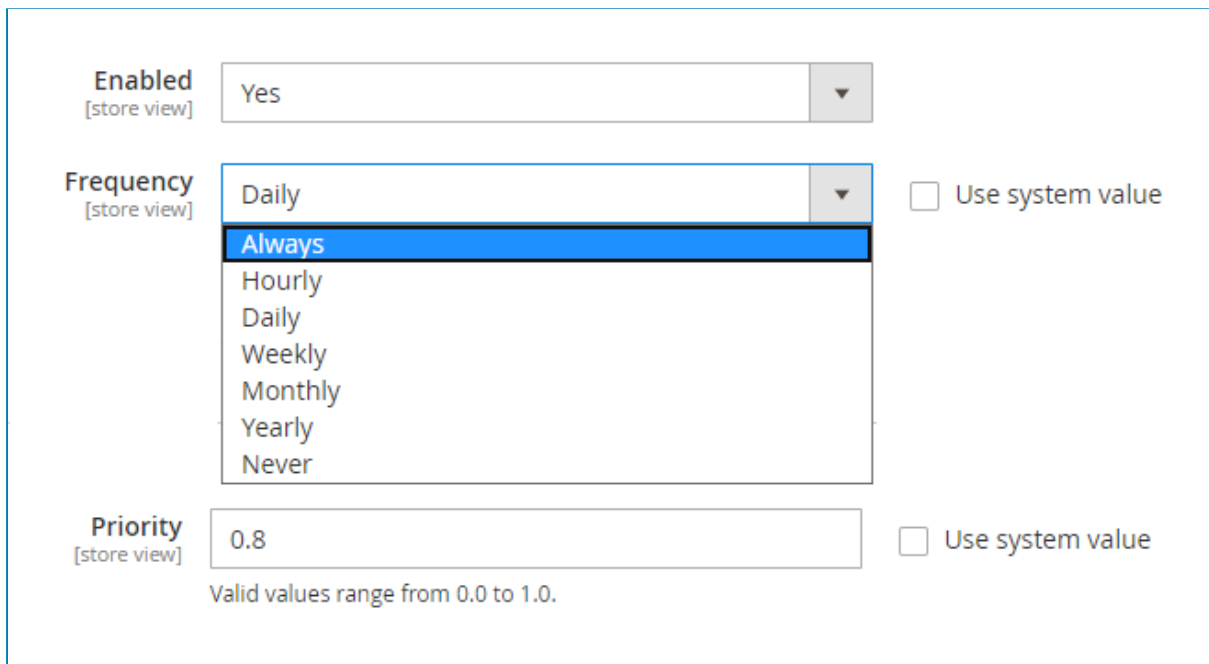
### 11.3 FAQ Questions

- **Enabled:** Choose Yes/No to enable/disable XML Sitemap of FAQ Question detail pages.
- **Frequency:** Define the sitemap update frequency (by default, this option utilizes the system value).

- **Priority:** Define the sitemap update priority (by default, this option utilizes the system value).

### 11.4 FAQ Tags

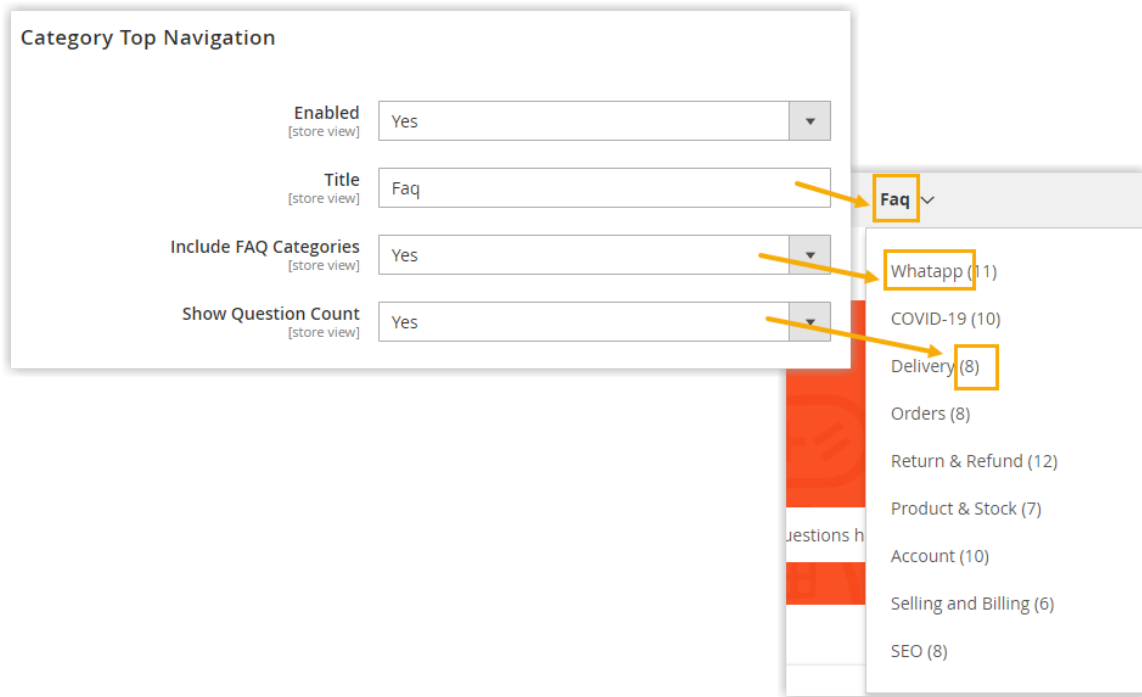
- **Enabled:** Choose Yes/No to enable/disable XML Sitemap of FAQ Tag pages.
  - **Frequency:** Define the sitemap update frequency (by default, this option utilizes the system value).
  - **Priority:** Define the sitemap update priority (by default, this option utilizes the system value).
- **NOTE:** If you don't want to use system value, you can freely choose other **Frequency options** and enter the number you want in **Priority field** like the image below.



The image shows a configuration form for FAQ Tags with the following fields and options:

- Enabled** [store view]: A dropdown menu with "Yes" selected.
- Frequency** [store view]: A dropdown menu with "Daily" selected. A list of options is shown below: Always (highlighted in blue), Hourly, Daily, Weekly, Monthly, Yearly, and Never. To the right of this field is a checkbox labeled "Use system value", which is currently unchecked.
- Priority** [store view]: A text input field containing "0.8". To the right is a checkbox labeled "Use system value", which is currently unchecked. Below this field, a note states: "Valid values range from 0.0 to 1.0."

## 12. Category Top Navigation



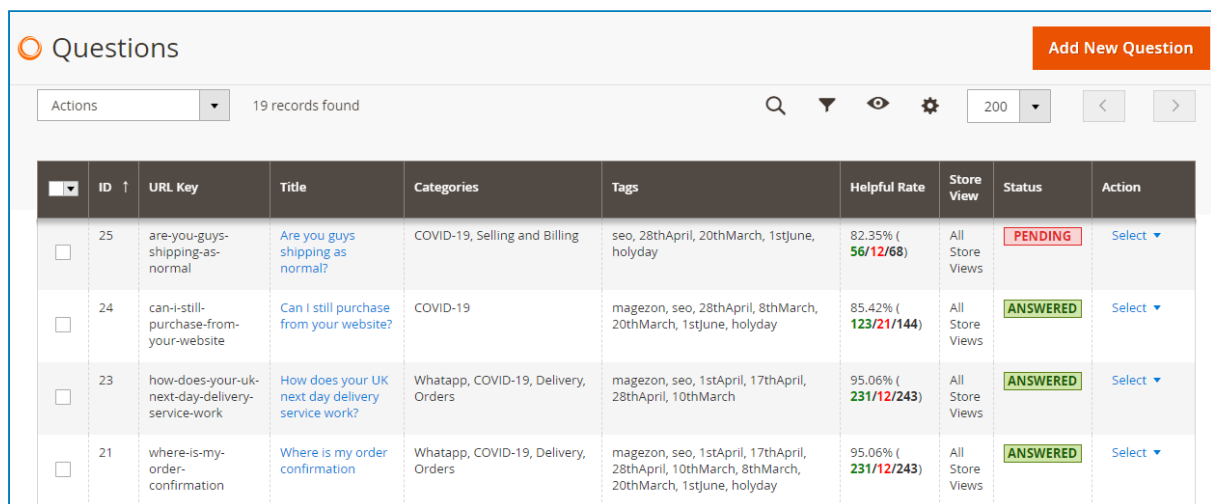
- **Enabled:** Choose Yes/No to enable/disable FAQ link on the navigation.
- **Title:** Enter the name of the FAQ link that will display on the navigation.
- **Include FAQ Categories:** Choose Yes to show all FAQ Categories in the FAQ link on the navbar.
- **Show Question Count:** Choose Yes to show the number of questions in each category.

### III) Create New Question

In the backend, from the dashboard, navigate to **Content** → **FAQ** → **Questions** → **Add New Question**

You can view all questions that you created in a grid.

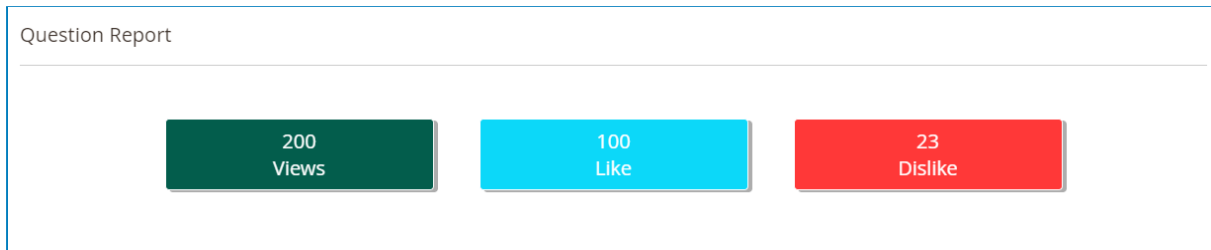
This grid includes **ID** of question, **Title** of question, **Question URL**, **Categories** that question belongs to, **Helpful rate**, **Store view**, **Status of question**, **Action** - where you can **edit** or **delete** the question, etc. You can display more columns as you want in the Columns tab.



	ID ↑	URL Key	Title	Categories	Tags	Helpful Rate	Store View	Status	Action
<input type="checkbox"/>	25	are-you-guys-shipping-as-normal	Are you guys shipping as normal?	COVID-19, Selling and Billing	seo, 28thApril, 20thMarch, 1stJune, holyday	82.35% (56/12/68)	All Store Views	PENDING	Select ▾
<input type="checkbox"/>	24	can-i-still-purchase-from-your-website	Can I still purchase from your website?	COVID-19	magezon, seo, 28thApril, 8thMarch, 20thMarch, 1stJune, holyday	85.42% (123/21/144)	All Store Views	ANSWERED	Select ▾
<input type="checkbox"/>	23	how-does-your-uk-next-day-delivery-service-work	How does your UK next day delivery service work?	Whatapp, COVID-19, Delivery, Orders	magezon, seo, 1stApril, 17thApril, 28thApril, 10thMarch	95.06% (231/12/243)	All Store Views	ANSWERED	Select ▾
<input type="checkbox"/>	21	where-is-my-order-confirmation	Where is my order confirmation	Whatapp, COVID-19, Delivery, Orders	magezon, seo, 1stApril, 17thApril, 28thApril, 10thMarch, 8thMarch, 20thMarch, 1stJune, holyday	95.06% (231/12/243)	All Store Views	ANSWERED	Select ▾

## 1. Question Report

This is the section that counts the views (the detail page view), the total number of shares, likes, and dislikes of the question.



- **Views** are counted by numbers of detail question page.
- **Like:** The total number of likes.
- **Dislike:** The total number of dislikes.

## 2. General Information

General Information

---

Status  Yes  
Answered

Question \*

Position

Categories

Tags

- **Status:** choose Yes/No to enable/disable the question on the FAQ pages. If you choose Yes, the status will be displayed as **“Answered”**. In contrast, if you choose No, the status will be displayed as **“Pending”**.
- **Question:** Enter the question in this field.
- **Position:** This field stipulates the order to display the question on FAQ Homepage, FAQ Category pages, and FAQ Tag pages.
- **Categories:** You can classify the question by selecting the appropriate categories for the question.
  - If you can not find the suitable categories, you can create a new category by clicking the **New Category button**.
- **Tags:** You can select the appropriate tags for the question.
  - If you can not find the suitable tags, you can create a new tag by clicking the **New Tag button**.



New Tag ✕

Title \*

New Category ✕

Store View \* 

- All Store Views
- Main Website
- Main Website Store
- Default Store View

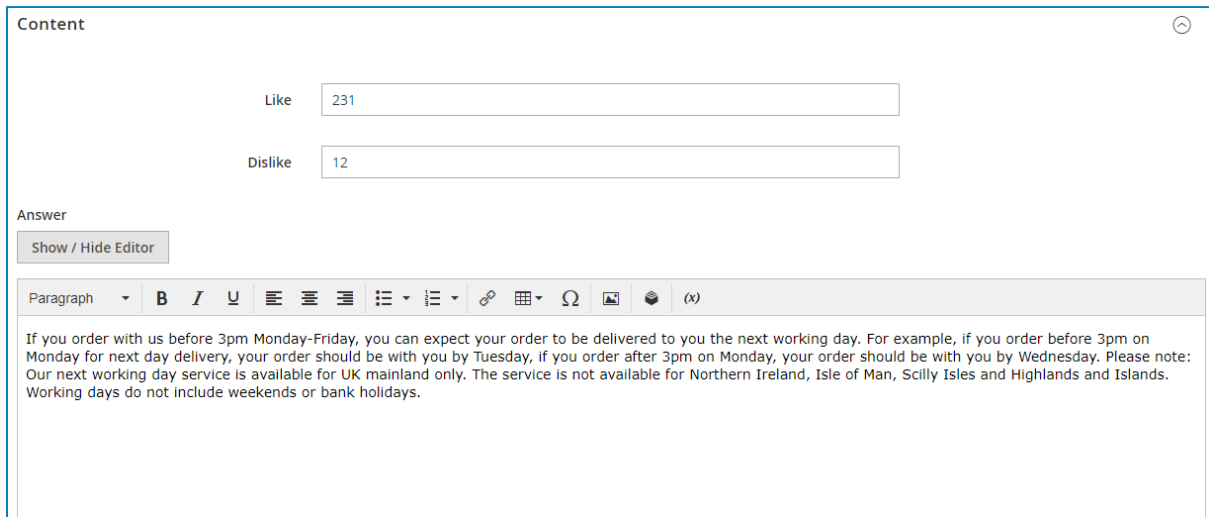
Parent Category

Include In Menu  Yes

Title

### 3. Content

➤ You can edit the the question voting stats in the backend:



Content

Like

Dislike

Answer

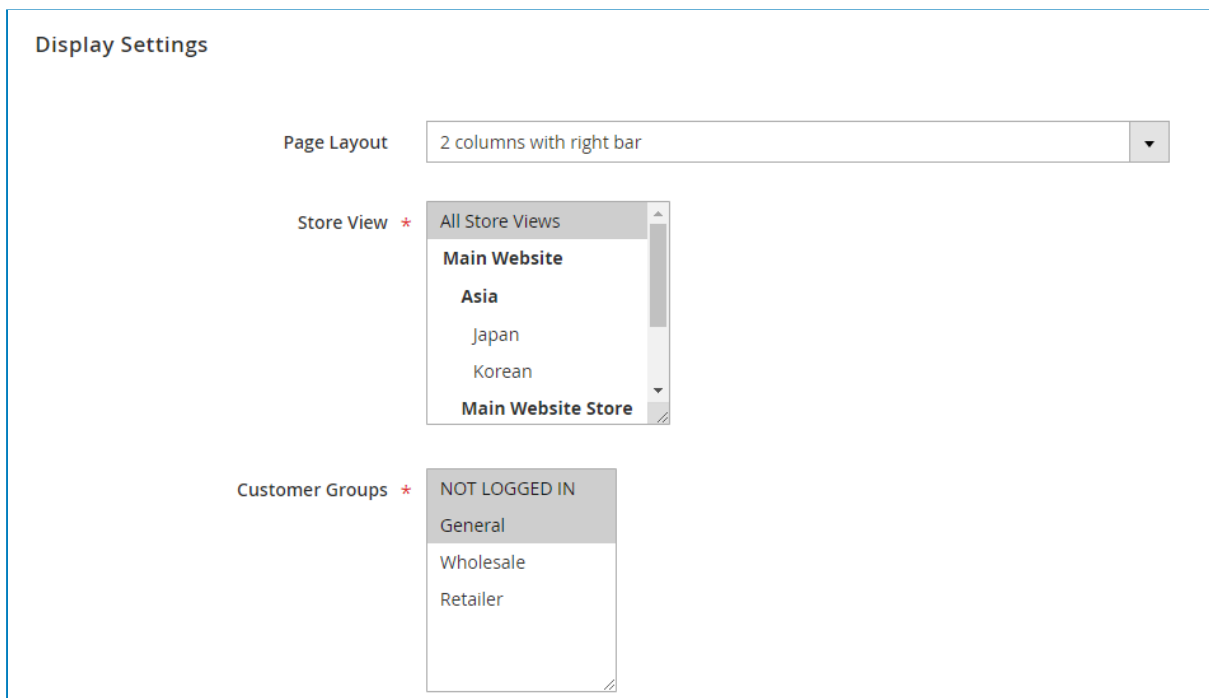
Show / Hide Editor

Paragraph **B** *I* U [List icons] [Link icon] [Table icon] [Omega icon] [Image icon] [Globe icon] (x)

If you order with us before 3pm Monday-Friday, you can expect your order to be delivered to you the next working day. For example, if you order before 3pm on Monday for next day delivery, your order should be with you by Tuesday, if you order after 3pm on Monday, your order should be with you by Wednesday. Please note: Our next working day service is available for UK mainland only. The service is not available for Northern Ireland, Isle of Man, Scilly Isles and Highlands and Islands. Working days do not include weekends or bank holidays.

- **Like:** Enter the number of likes you want to display in the frontend.
- **Dislike:** Enter the number of dislikes you want to display in the frontend.
- **Answer:** Write the answer for the question that you have written in the **General Information tab**.

### 4. Display Settings



Display Settings

Page Layout

Store View \* 

- All Store Views
- Main Website
- Asia
- Japan
- Korean
- Main Website Store

Customer Groups \* 

- General
- Wholesale
- Retailer

- **Page Layout:** Choose the layout for the question detail page that contains the question you have added. For other question detail pages, you can set other layouts if you want.
- **Store View:** Choose specific store views to display the question.
- **Customer Groups:** Choose specific customer groups to display the question.

## 5. Search Engine Optimization

Search Engine Optimization ✎

URL Key \*

Canonical URL   
The canonical URL that this page should point to. Leave empty to default to category url.

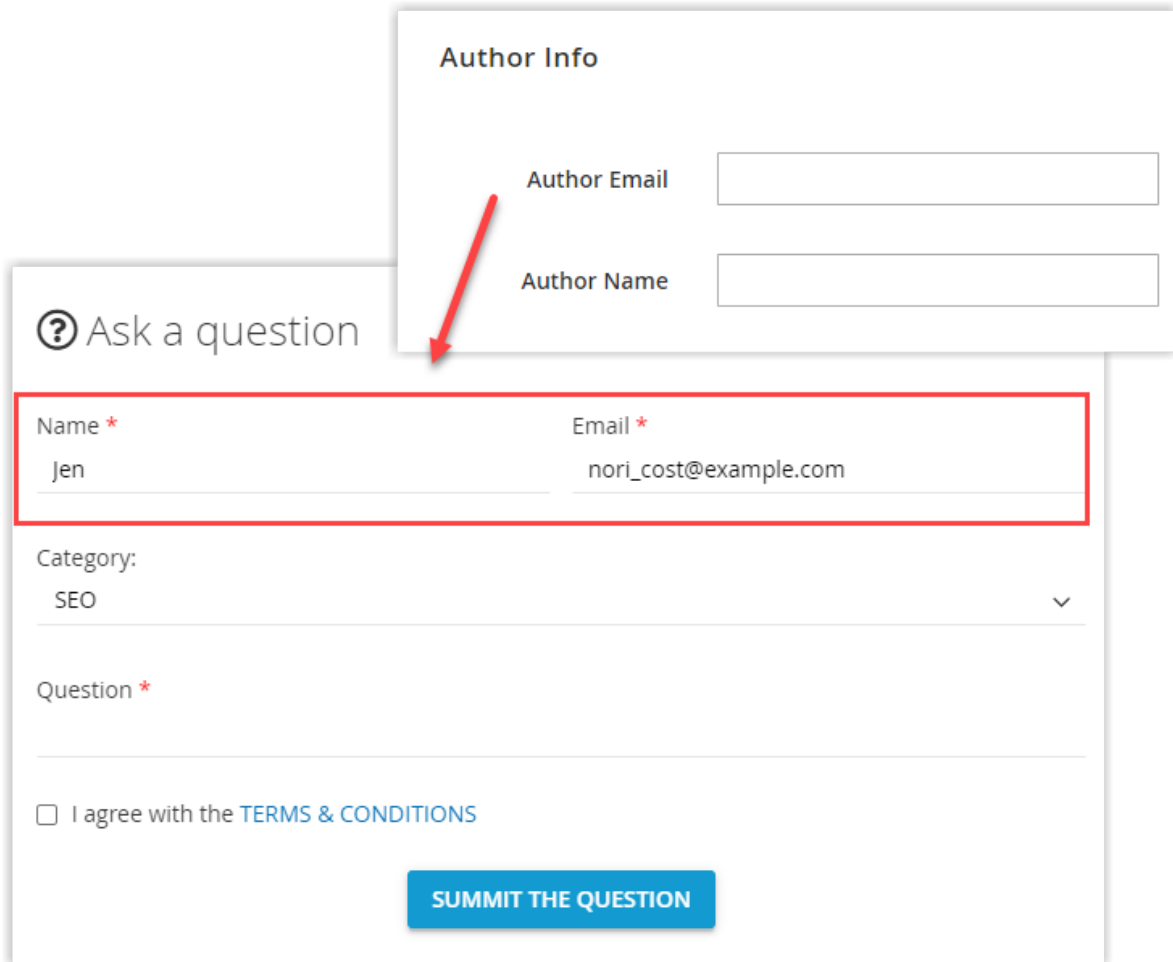
Meta Title

Meta Keywords

Meta Description

- **URL Key:** The content entered in this section is the URL of the question detail page. You can define it based on the question.
- **You can configure the meta info that is useful for your better SEO**
- **Meta Title:** Set Meta title for question detail page.
- **Meta Keywords:** Set Meta keywords for question detail page.
- **Meta Description:** Set Meta description for question detail page.

## 6. Author Info



**Ask a question**

Name \*  Email \*

Category:  ▼

Question \*

I agree with the [TERMS & CONDITIONS](#)

**SUMMIT THE QUESTION**

**Author Info**

Author Email

Author Name

- **Author Email:** The email address of a visitor who submitted a new question. This email address will be automatically displayed in the author info tab when the visitor submitted the question on the frontend.
- **Author name:** The name of a visitor who submitted a new question. This name will be automatically displayed in the author info tab when the visitor submitted the question.

## 7. Related Questions

There is a grid of questions that are created in this tab, admin just needs to search and select the related questions. The related questions are selected will appear on the question detail page which contains the question you have created.

ID	Title	URL Key	Status	Action
25	Are you guys shipping as normal?	are-you-guys-shipping-as-normal	DISABLED	Edit
24	Can I still purchase from your website?	can-i-still-purchase-from-your-website	ENABLED	Edit
23	How does your UK next day delivery service work?	how-does-your-uk-next-day-delivery-service-work	ENABLED	Edit
21	Where is my order confirmation	where-is-my-order-confirmation	ENABLED	Edit
20	Can I amend my order once it has been placed?	can-i-amend-my-order-once-it-has-been-placed	ENABLED	Edit
19	Can I cancel my order?	can-i-cancel-my-order	ENABLED	Edit
17	Can I exchange an item	can-i-exchange-an-item	ENABLED	Edit
15	Why can't I find an item that I've seen advertised?	why-cant-i-find-an-item-that-ive-seen-advertised	ENABLED	Edit

Let's see the result in the frontend!

### HOW DO I RETURN AN ITEM?

Delivery
Return & Refund
Account
Selling and Billing
231
123
1 View

**UK RETURNS**

Online returns

Inside all our orders you will find a returns address label attached in the bottom right corner of your invoice. Simply stick the attached returns label to the outside of your parcel, along with your returns note filled out and slotted inside before sealing. Once this process has been completed, you can return your parcel to us using the Freepost service at your local Post Office. We ask that you obtain proof of postage and do not dispose of this until your return has been accepted. Once your return has been received, we'll send an email to notify you know that we've got your return, confirming the approval or rejection of your refund - please note UK returns can take up to 14 days to reach us. If your refund has been approved, this will then be processed, and the credit will automatically be applied to your original payment method within 5 working days. If you have requested an exchange, please allow 7-10 days for this to be processed and your exchanged item(s) to be sent out to you.

Returning to store

If more convenient, don't forget you can also return/exchange your item(s) to one of our Skinnydip stores free of charge, just make sure you bring along your return slip and fill out the relevant boxes and return to us within 30 days of receipt for a full refund.

RELATED QUESTION

- Can I exchange an item >
- Can I cancel my order? >
- Can I amend my order once it has been placed? >

TOP QUESTION

- Can I exchange an item >
- About Temporarily Banned Accounts >
- Which is better, SEO or SEM? >

## 8. Related Products

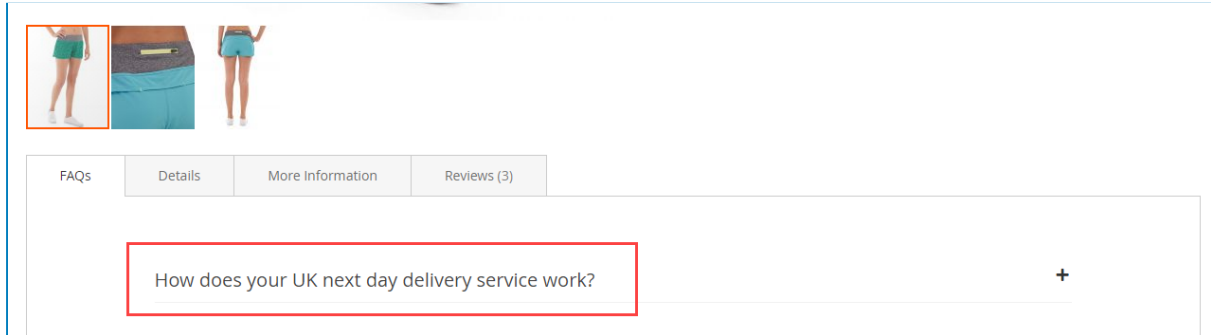
There is a grid of products in this tab, admin just needs to search the products and select the checkbox to assign the question to the related products.

Related Products ⌵

Search [Reset Filter](#) 2046 records found 20 per page 1 of 103

<input type="checkbox"/>	ID	Title	SKU	URL Key	Status	Visibility	Position
Any	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>
<input checked="" type="checkbox"/>	2046	Erika Running Short	WSH12	erika-running-short	Enabled	Catalog, Search	<input type="text"/>
<input type="checkbox"/>	2045	Erika Running Short-32-Red	WSH12-32-Red	erika-running-short-32-red	Enabled	Not Visible Individually	<input type="text"/>
<input type="checkbox"/>	2044	Erika Running Short-32-Purple	WSH12-32-Purple	erika-running-short-32-purple	Enabled	Not Visible Individually	<input type="text"/>
<input type="checkbox"/>	2043	Erika Running Short-32-Green	WSH12-32-Green	erika-running-short-32-green	Enabled	Not Visible Individually	<input type="text"/>

Let's see the result in the frontend:

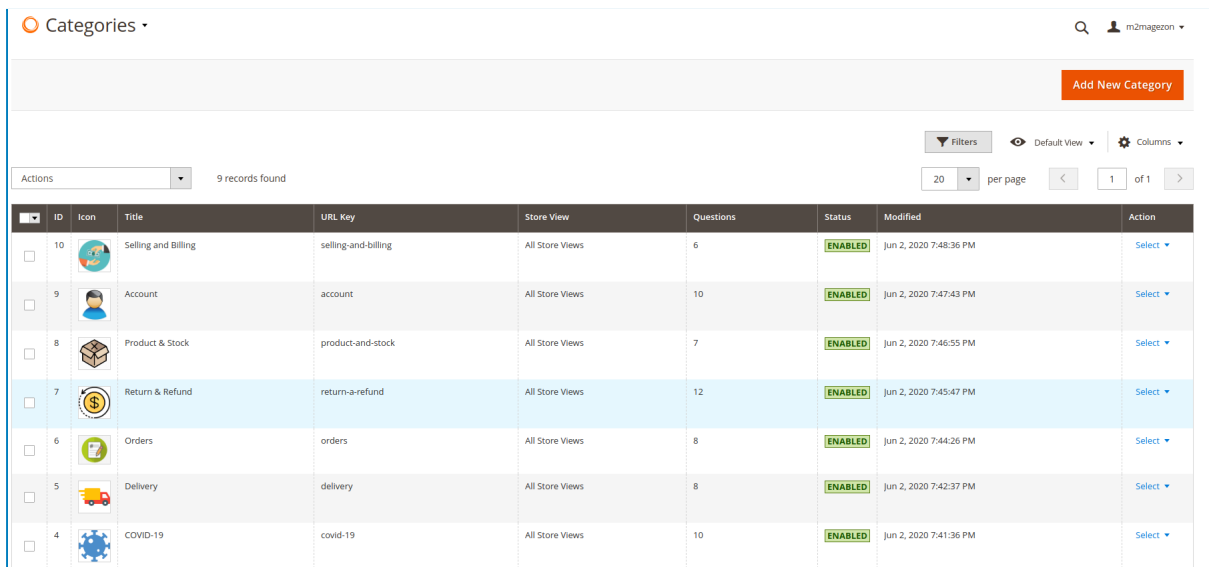


## IV) Create New Category

In the backend, from the dashboard, navigate to **Content** → **FAQ** → **Categories** → **Add New Category**.

You will view all the categories that you created in the grid like the image below.

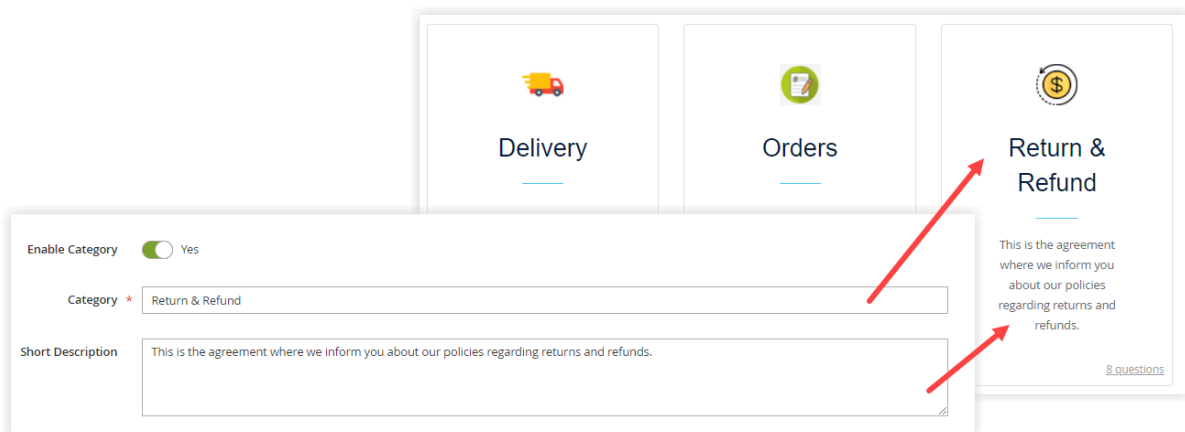
This grid includes **ID** of category, **Icon Category**, **Title of category**, Category **URL key**, **Store view**, **Questions** that belong to the category, **Status**, **Modified**, **Action** - where you can **edit** or **delete** the category, etc. You can display more columns as you want in the Columns tab.



ID	Icon	Title	URL Key	Store View	Questions	Status	Modified	Action
10		Selling and Billing	selling-and-billing	All Store Views	6	ENABLED	Jun 2, 2020 7:48:36 PM	Select
9		Account	account	All Store Views	10	ENABLED	Jun 2, 2020 7:47:43 PM	Select
8		Product & Stock	product-and-stock	All Store Views	7	ENABLED	Jun 2, 2020 7:46:55 PM	Select
7		Return & Refund	return-a-refund	All Store Views	12	ENABLED	Jun 2, 2020 7:45:47 PM	Select
6		Orders	orders	All Store Views	8	ENABLED	Jun 2, 2020 7:44:26 PM	Select
5		Delivery	delivery	All Store Views	8	ENABLED	Jun 2, 2020 7:42:37 PM	Select
4		COVID-19	covid-19	All Store Views	10	ENABLED	Jun 2, 2020 7:41:36 PM	Select

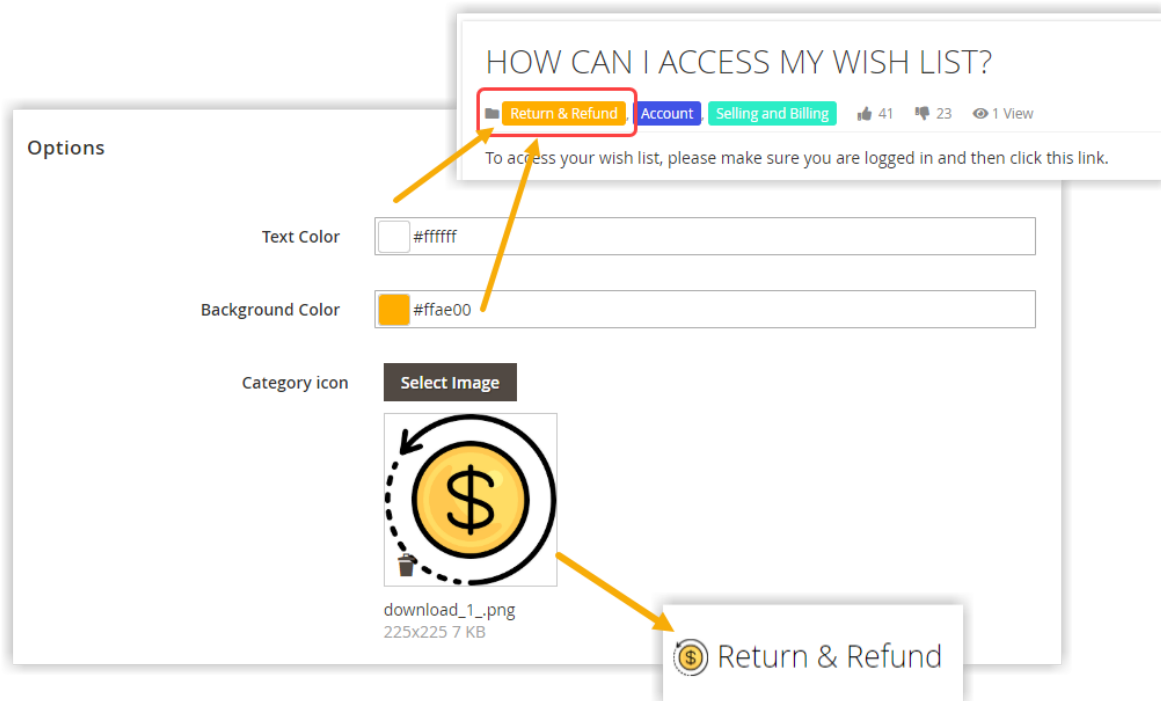


- **Enable Category:** Choose Yes/No to enable/disable category in the FAQ pages.
- **Category:** Enter the name of category in this field.
- **Short Description:** Write a short text in this field to describe the purpose of category.

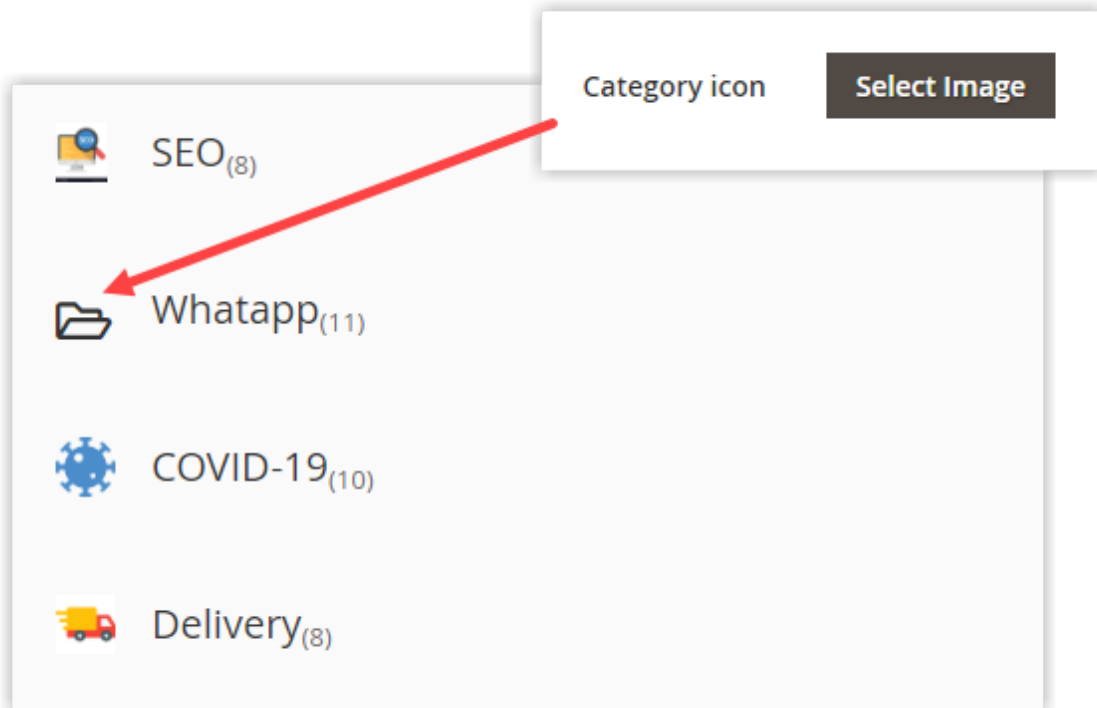


## 1. Options

- **Text Color:** Choose the color for the name of the category when it displays in the Question detail page. If you leave it blank, the default color = Black.
- **Background Color:** Choose a color for the background of category name when it displays in the Question detail page.
- **Category Icon:** Click to **Select Image** button to upload an icon for the category that will display in FAQ Homepage and FAQ Category pages.



- If you leave category icon field blank, the icon will be displayed like the image below:



## 2. Display Settings

Display Settings

Store View \* All Store Views


- Main Website
- Main Website Store
- Default Store View

Position

Include In Menu  Yes

- **Store View:** Choose specific store views to display the category.
- **Position:** Set the position for this category in the FAQ Homepage and FAQ Category page.
- **Include in Menu:** Turn on this button to show the category in the FAQ link on Navbar.

### 3. Search Engine Optimization

Search Engine Optimization 

URL Key *	<input type="text" value="return-and-refund"/>
Canonical URL	<input type="text"/>
	The canonical URL that this page should point to. Leave empty to default to category url.
Meta Title	<input type="text" value="return and refund"/>
Meta Keywords	<input type="text" value="return, refund"/>
Meta Description	<input type="text" value="return and refund"/>

- **URL Key:** The content entered in this section is the URL of the category page.
- **Canonical URL:** Set the canonical URL for the category page to help Search Engine define which is your main URL. It is useful for your better SEO.
- **You can configure the meta info that is useful for your better SEO**
- **Meta Title:** Set Meta title for category page.
- **Meta Keywords:** Set Meta keywords for category page.
- **Meta Description:** Set Meta description for category page.

## 4. Questions in Category

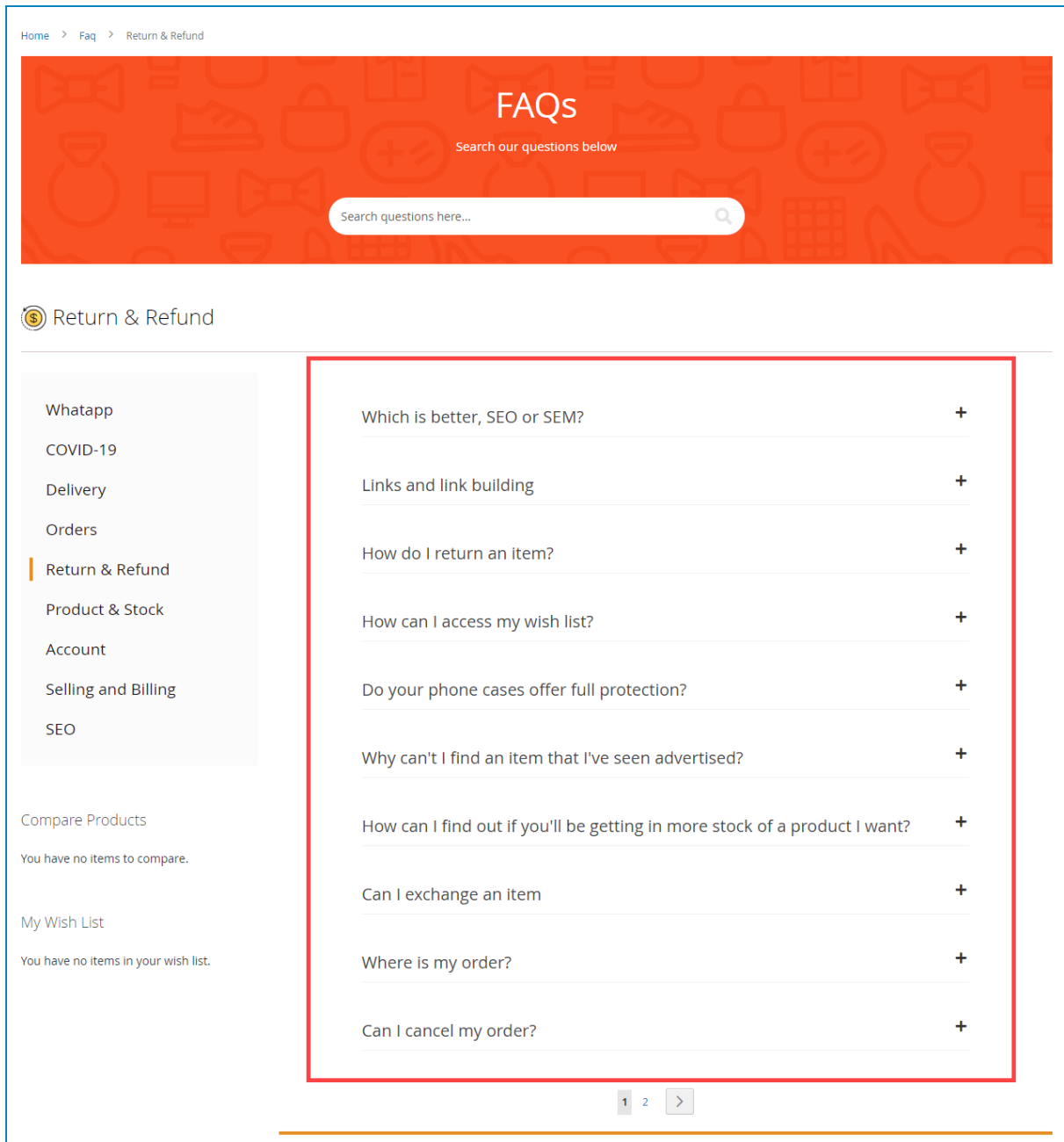
There is a grid of questions assigned to the category. Admin just needs to search the questions and select the checkbox to add to the category.

Questions in Category 🔍

Search [Reset Filter](#) 12 records found 20 per page < 1 of 1 >

<input checked="" type="checkbox"/>	ID	Title	URL Key	Status	Action
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>	22	How does your UK standard delivery service work?	how-does-your-uk-standard-delivery-service-work	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	21	Where is my order confirmation	where-is-my-order-confirmation	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	19	Can I cancel my order?	can-i-cancel-my-order	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	18	Where is my order?	where-is-my-order	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	17	Can I exchange an item	can-i-exchange-an-item	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	16	How can I find out if you'll be getting in more stock of a product I want?	how-can-i-find-out-if-youll-be-getting-in-more-stock-of-a-product-i-want	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	15	Why can't I find an item that I've seen advertised?	why-cant-i-find-an-item-that-ive-seen-advertised	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	14	Do your phone cases offer full protection?	do-your-phone-cases-offer-full-protection	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	13	How can I access my wish list?	how-can-i-access-my-wish-list	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	12	How do I return an item?	how-do-i-return-an-item	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	11	Links and link building	links-and-link-building	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	10	Which is better, SEO or SEM?	which-is-better-seo-or-sem	ENABLED	<a href="#">Edit</a>

Let's see the result in the frontend:



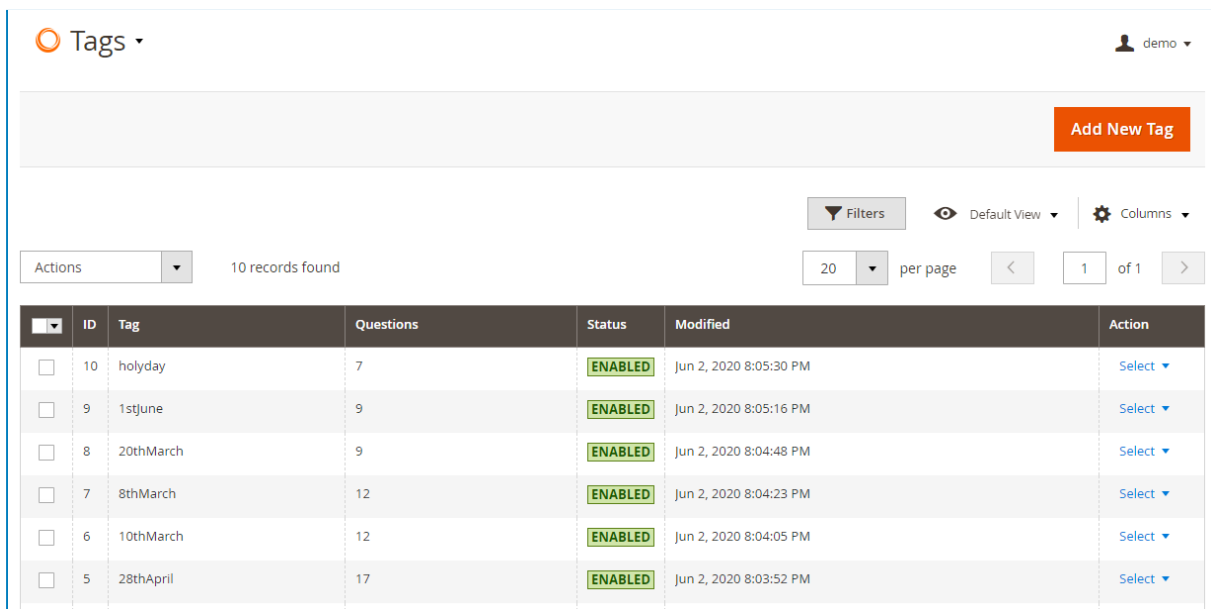
The screenshot shows the frontend of the Magezon website. At the top, there is a breadcrumb trail: Home > Faq > Return & Refund. Below this is a large orange banner with the text 'FAQs' and 'Search our questions below'. A search bar is present with the placeholder text 'Search questions here...'. The main content area is titled 'Return & Refund' and features a sidebar on the left with a list of categories: Whatapp, COVID-19, Delivery, Orders, Return & Refund (highlighted), Product & Stock, Account, Selling and Billing, and SEO. Below the sidebar, there are sections for 'Compare Products' (with a message 'You have no items to compare.') and 'My Wish List' (with a message 'You have no items in your wish list.'). The main content area displays a list of 12 FAQ items, each with a plus sign on the right. The items are: 'Which is better, SEO or SEM?', 'Links and link building', 'How do I return an item?', 'How can I access my wish list?', 'Do your phone cases offer full protection?', 'Why can't I find an item that I've seen advertised?', 'How can I find out if you'll be getting in more stock of a product I want?', 'Can I exchange an item', 'Where is my order?', and 'Can I cancel my order?'. A pagination bar at the bottom shows '1 2 >'.

## V) Create New Tag

In the backend, from the dashboard, navigate to **Content** → **FAQ** → **Tags** → **Add New Tag**.

You will view all the tags that you created in the grid like the image below.

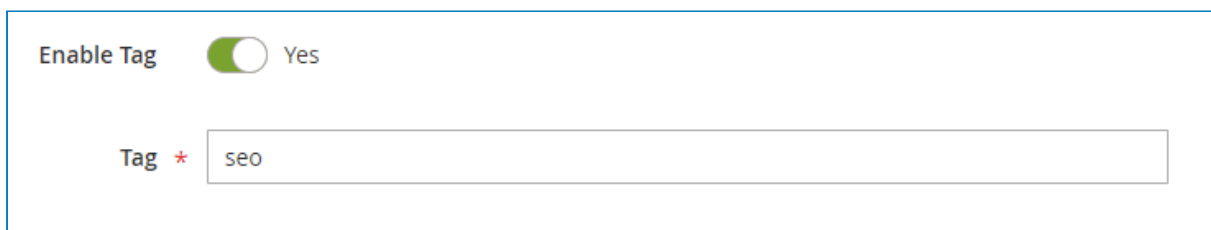
This grid includes **ID** of tag, **Name of Tag**, **Questions** that belong to the tag, **Status**, **Modified**, **Action** - where you can **edit** or **delete** the category, etc. You can display more columns as you want in the Columns tab.



The screenshot shows the 'Tags' management interface. At the top right, there is a user profile icon labeled 'demo' and an 'Add New Tag' button. Below this, there are controls for 'Filters', 'Default View', and 'Columns'. A summary bar indicates '10 records found' and '20 per page'. The main table has the following data:

ID	Tag	Questions	Status	Modified	Action
10	holiday	7	ENABLED	Jun 2, 2020 8:05:30 PM	Select
9	1stJune	9	ENABLED	Jun 2, 2020 8:05:16 PM	Select
8	20thMarch	9	ENABLED	Jun 2, 2020 8:04:48 PM	Select
7	8thMarch	12	ENABLED	Jun 2, 2020 8:04:23 PM	Select
6	10thMarch	12	ENABLED	Jun 2, 2020 8:04:05 PM	Select
5	28thApril	17	ENABLED	Jun 2, 2020 8:03:52 PM	Select

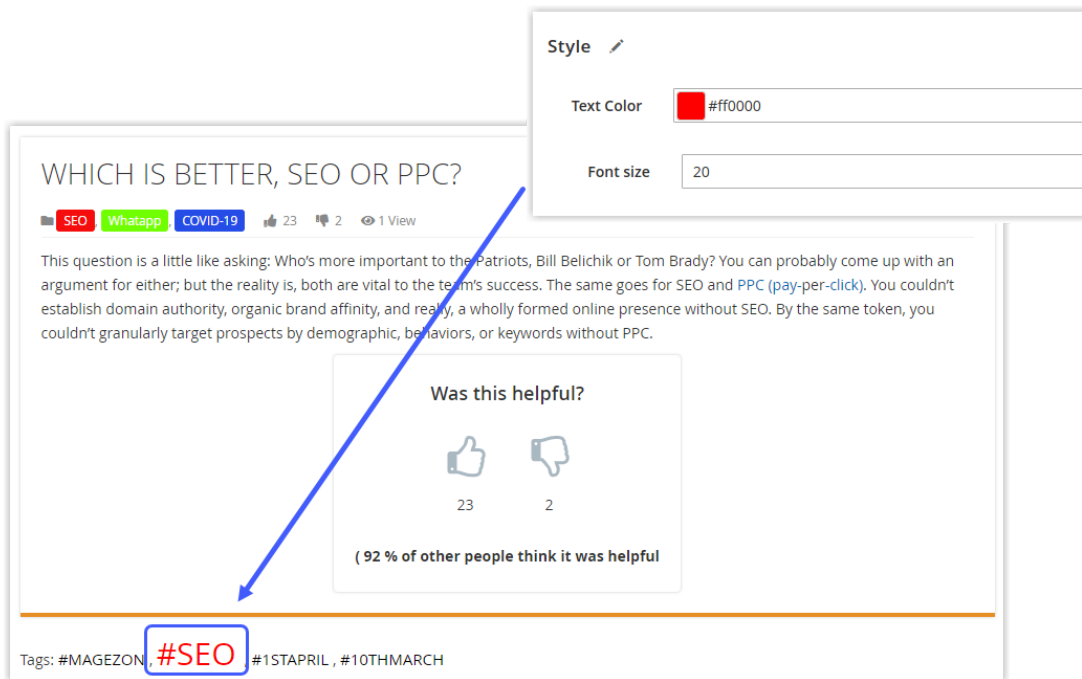
- **Enable Tag:** Choose Yes/No to enable/disable tag in the FAQ pages.
- **Tag:** Enter the name of tag in this field.



The form shows the 'Enable Tag' toggle set to 'Yes' and the 'Tag' input field containing the text 'seo'.




## 1. Style



- **Text Color:** set color for the name of tag when it displays in the question detail pages.
- **Font Size:** set font size for the tag when it displays in the question detail pages.

## 2. Search Engine Optimization

Search Engine Optimization 

URL Key \*

Canonical URL   
The canonical URL that this page should point to. Leave empty to default to tag url.

Meta Title

Meta Keywords

Meta Description

- **URL Key:** The content entered in this section is the URL of the tag page.
- **Canonical URL:** Set the canonical URL for the tag page to help Search Engine can easily define which is your main URL. It is useful for your better SEO.
- **You can configure the meta info that is useful for your better SEO**
- **Meta Title:** Set Meta title for tag page.
- **Meta Keywords:** Set Meta keywords for tag page.
- **Meta Description:** Set Meta description for tag page.

### 3. Question in Tag

There is a grid of questions assigned to the tag. Admin just needs to search the question and select the checkbox to add to the tag.

Questions in Tag

Search [Reset Filter](#) 24 records found 20 per page < 1 of 2 >

<input type="checkbox"/>	ID	Title	URL Key	Status	Action
<input checked="" type="checkbox"/>	25	Are you guys shipping as normal?	are-you-guys-shipping-as-normal	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	24	Can I still purchase from your website?	can-i-still-purchase-from-your-website	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	23	How does your UK next day delivery service work?	how-does-your-uk-next-day-delivery-service-work	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	22	How does your UK standard delivery service work?	how-does-your-uk-standard-delivery-service-work	ENABLED	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	21	Where is my order confirmation	where-is-my-order-confirmation	ENABLED	<a href="#">Edit</a>
<input type="checkbox"/>	20	Can I amend my order once it has been placed?	can-i-amend-my-order-once-it-has-been-placed	ENABLED	<a href="#">Edit</a>

Let's see the result in the frontend:

Home > [Faq](#) > Tag Archives: seo

## FAQs

Search our questions below

**Tag Archives: seo**

**Tags list**

magezon
seo
1stApril

17thApril
28thApril

10thMarch
8thMarch

20thMarch
1stJune
holyday

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

- Where is my order? +
- Can I cancel my order? +
- Can I amend my order once it has been placed? +
- Where is my order confirmation +
- How does your UK standard delivery service work? +
- How does your UK next day delivery service work? +
- Can I still purchase from your website? +
- Are you guys shipping as normal? +

## VI) Add Widget

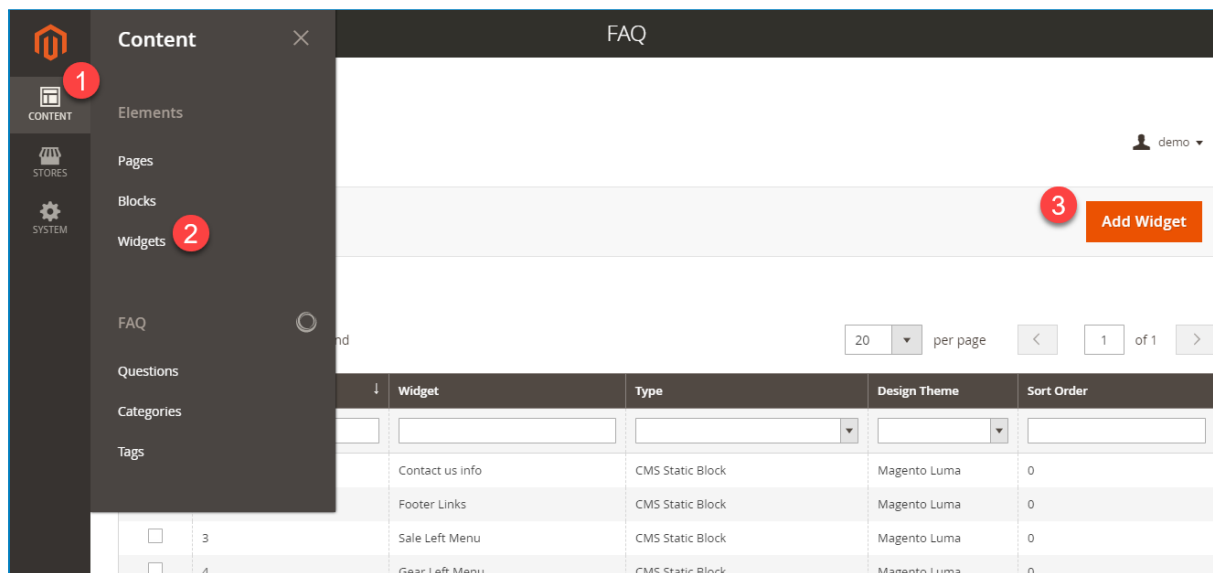
With the Widget, you can allow FAQ to display on any page you want.

**There are two ways to create widget:**

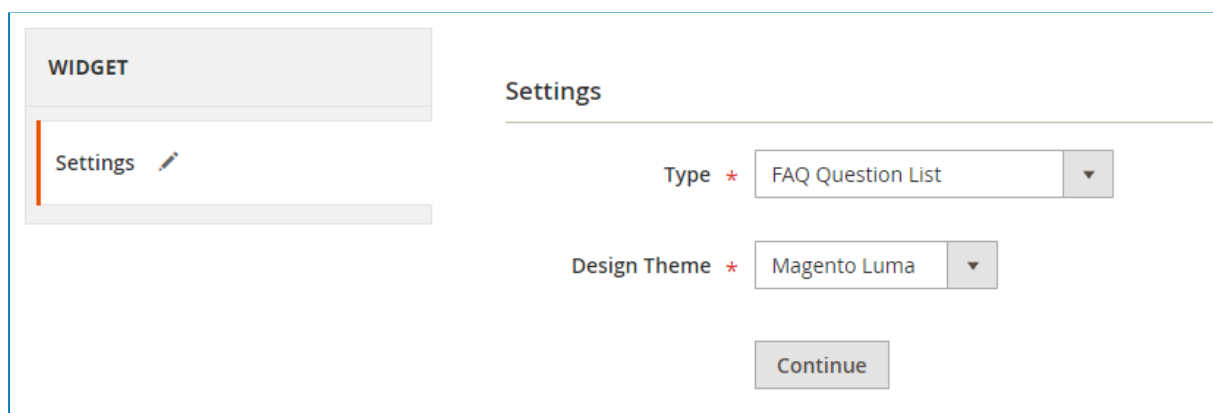
### 1. Add new widget

To create widget, you can do the following steps:

**Step 1:** Navigate to **Content** → **Elements** → **Widgets** → **Add New Widget**



**Step 2:** In the settings tab, choose Type = FAQ Question List, Design Theme: You can choose the themes as you want in this field → Click to Continue

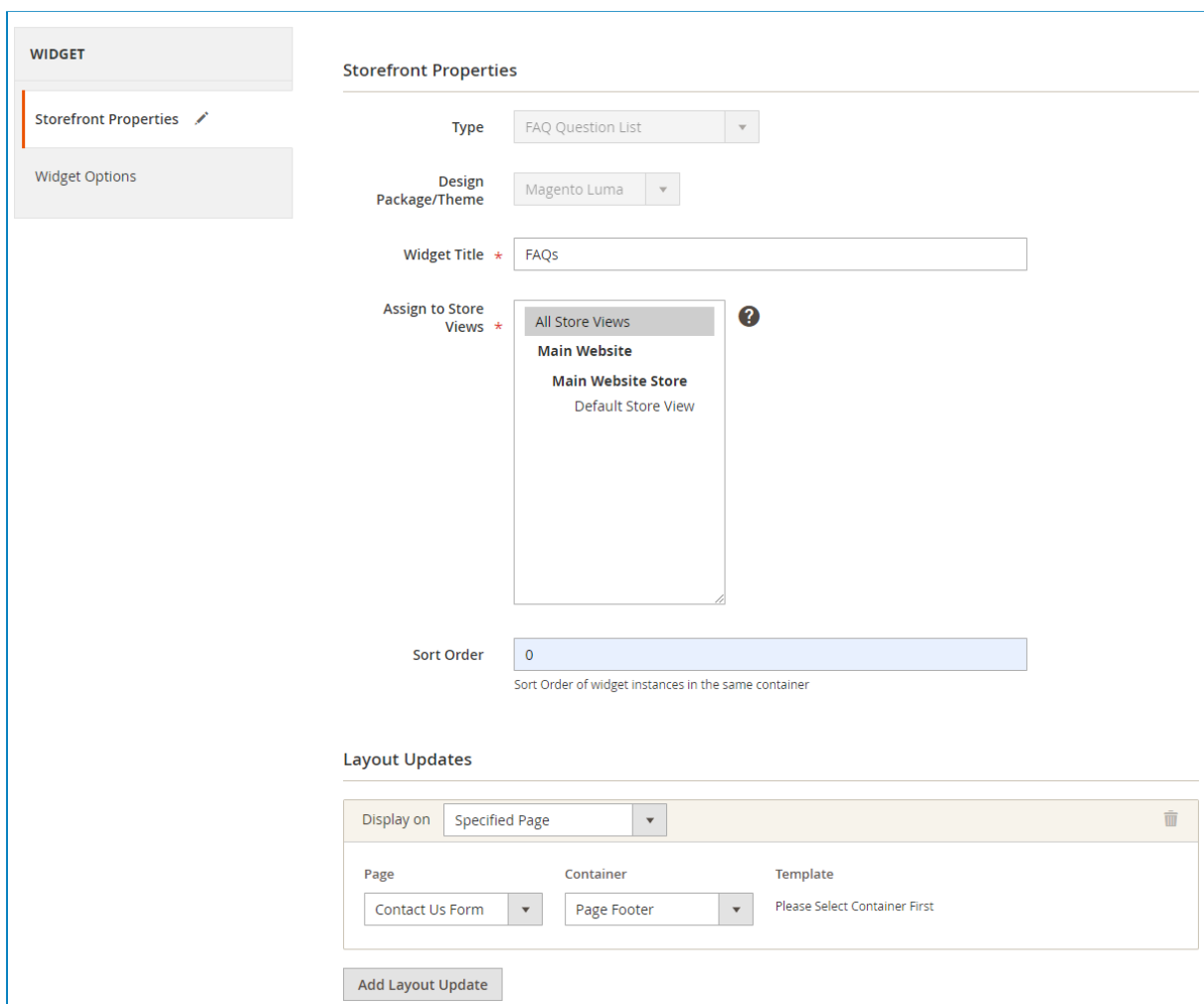


**Step 3:** In the **Storefront Properties** tab

- **Widget Title:** Enter the name for new widget (displayed in backend).
- **Assign to Store Views:** Choose specific store views to display this widget.
- **Sort Order:** Enter the order value for the widget. Widget with lower value will appear first.

**Step 4:** In the **Layout Updates** tab → Add Layout Update

- **Display on:** Choose the page and position that you want to display the widget.



**WIDGET**

- Storefront Properties ✎
- Widget Options

**Storefront Properties**

Type: FAQ Question List

Design Package/Theme: Magento Luma

Widget Title: FAQs

Assign to Store Views:
 

- All Store Views
- Main Website
- Main Website Store (Default Store View)

Sort Order: 0  
Sort Order of widget instances in the same container

**Layout Updates**

Display on: Specified Page

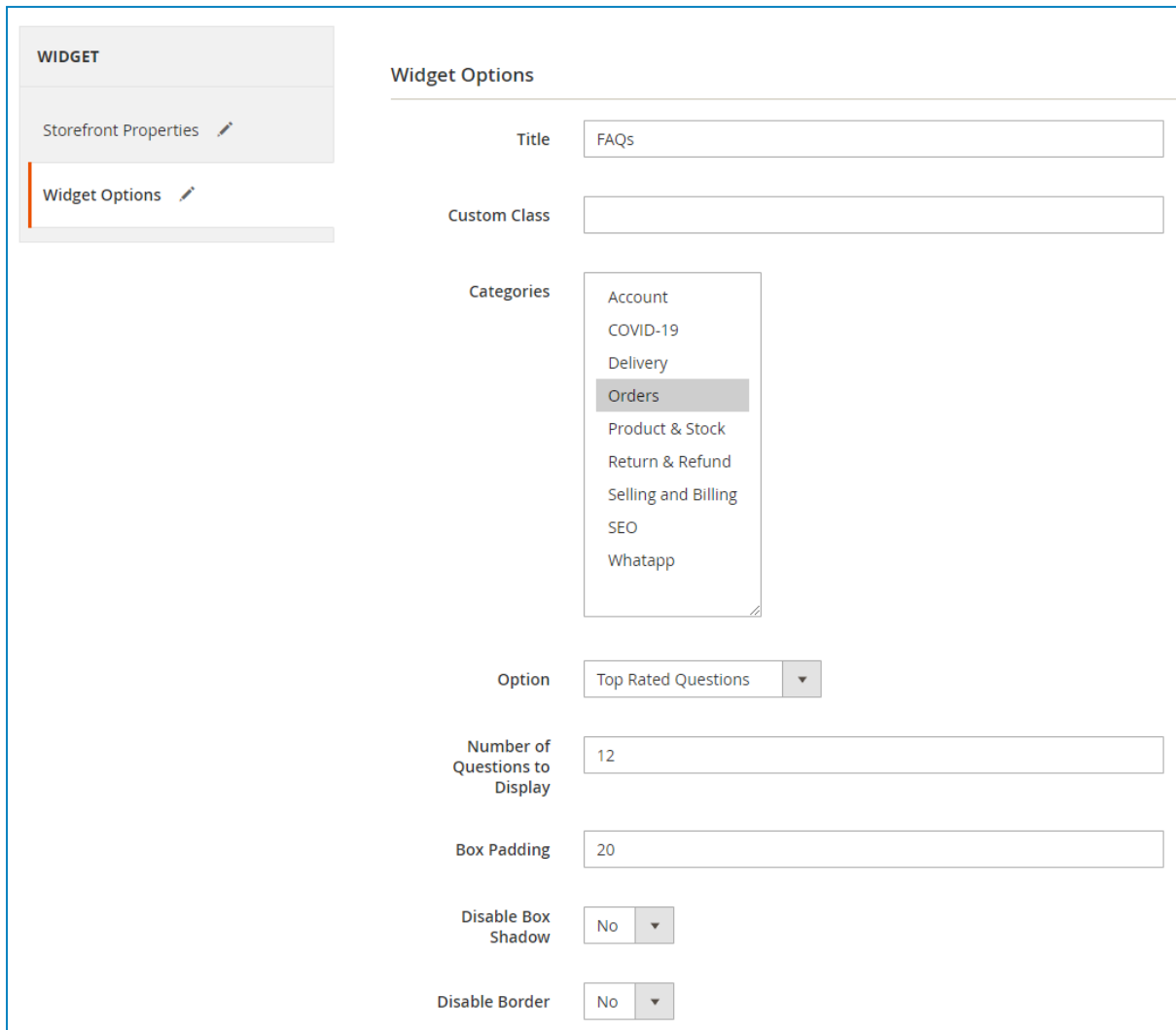
Page: Contact Us Form

Container: Page Footer

Template: Please Select Container First

Add Layout Update



**Step 5:** In the Widget Options



- **Title:** Enter the name for new widget (displayed on the frontend)
- **Categories:** Select the categories that you want assign to
- **Options:** Set the order of questions. There's 3 options you can select:
  - + **Top Rated Questions:** the questions will be arranged based on the number of likes.
  - + **Most Viewed Questions:** the questions will be arranged based on the number of views.
  - + **Popular Questions:** the questions will be arranged based on its position when you create new questions.

- 
- **Number of Questions to Display:** set maximum the number of questions that will display in the widget.
  - **Box Padding:** Set padding for widget block. It is the distance between widget block border and the content.
  - **Disable Box Shadow:** Choose Yes/No to disable/enable box shadow of widget block.
  - **Disable Border:** Choose Yes/No to disable/enable border of widget block.

**Step 6:** Save the widget and see it in the frontend.



[What's New](#) [Women](#) [Men](#) [Gear](#) [Training](#) [Sale](#) [Faq](#)

We love hearing from you, our Luma customers. Please contact us about anything at all. Your latest passion, unique health experience or request for a specific product. We'll do everything we can to make your Luma experience unforgettable every time. Reach us however you like

Phone

**1-800-403-8838**

Call the Luma Helpline for concerns, product questions, or anything else. We're here for you 24 hours a day - 365 days a year.

Apparel Design Inquiries

Are you an independent clothing designer? Feature your products on the Luma website! Please direct all inquiries via email to: [cs@luma.com](mailto:cs@luma.com)

Press Inquiries

Please direct all media inquiries via email to: [pr@luma.com](mailto:pr@luma.com)

Write Us

Jot us a note and we'll get back to you as quickly as possible.

Name \*

Email \*

Phone Number

What's on your mind? \*

[Submit](#)

[About us](#) [Search Terms](#)  [Subscribe](#)

[Customer Service](#) [Privacy and Cookie Policy](#)

[Advanced Search](#)

[Orders and Returns](#)

[Contact Us](#)

[Faq](#)

**FAQs**

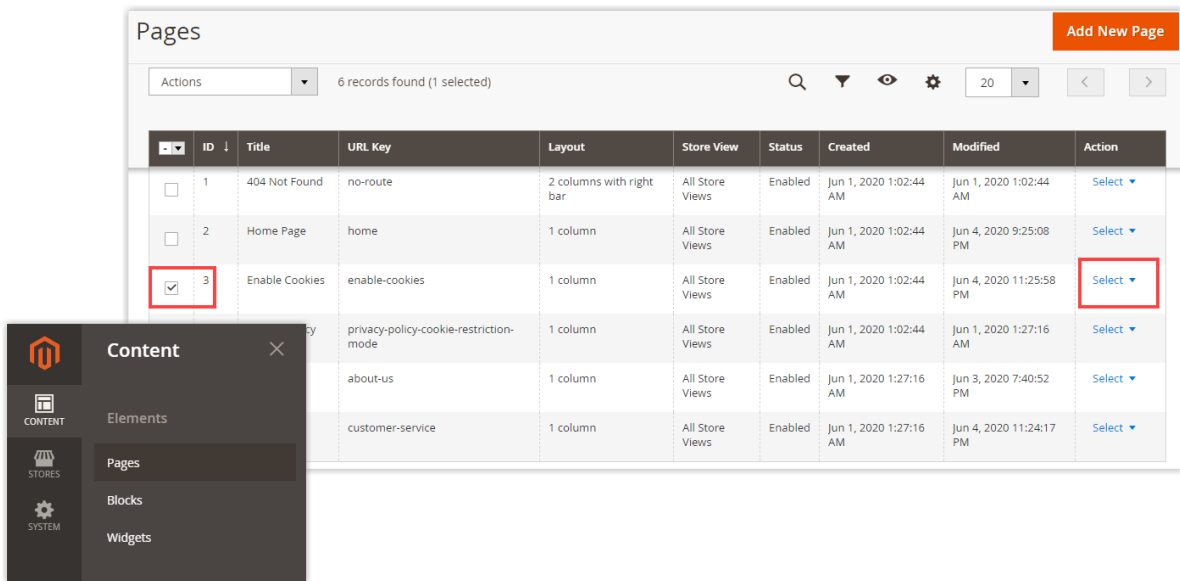
- > [Where is my order?](#)
- > [Can I exchange an item](#)
- > [Where is my order confirmation](#)
- > [How does your UK next day delivery service work?](#)
- > [Do your phone cases offer full protection?](#)
- > [Can I cancel my order?](#)
- > [Why can't I find an item that I've seen advertised?](#)
- > [Can I amend my order once it has been placed?](#)



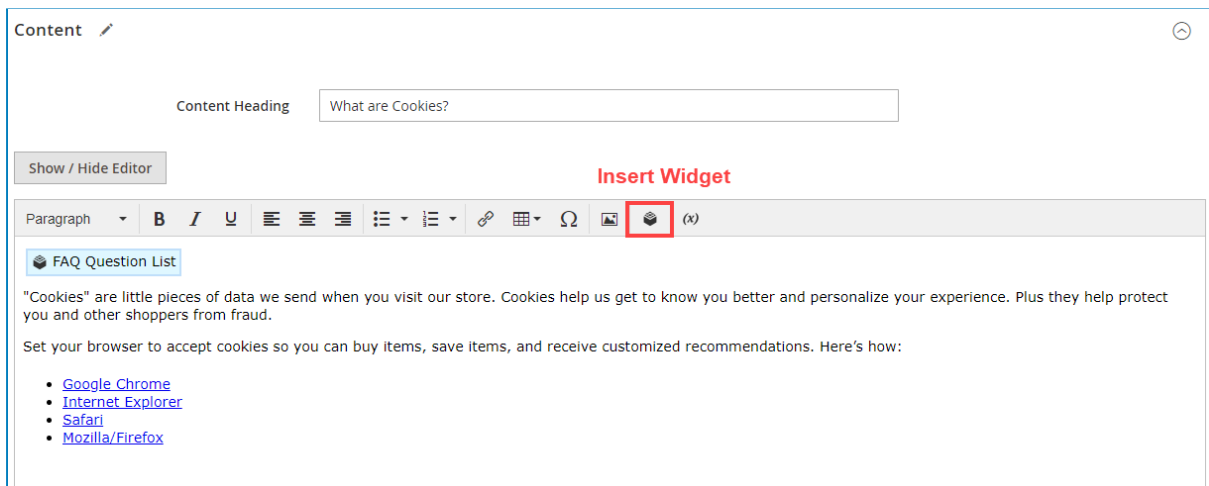
## 2. Add widget directly on the page

**Step 1:** Navigate to **Content** → **Elements** → **Pages**

**Step 2:** There is a grid including all your pages, admin just select your desired page and edit it.



**Step 3:** In the content tab, choose the insert widget option. Set widget type = FAQ Question List. After that, customize the widget options.



Insert and Customize the widget as the **Step 5** of the way above.

Insert Widget

Cancel **Insert Widget**

**i** Inserting a widget does not create a widget instance.

Widget Type \*

**Widget Options**

Title

Custom Class

Categories 

- Account
- COVID-19
- Delivery
- Orders**
- Product & Stock
- Return & Refund
- Selling and Billing
- SEO
- Whatapp

Option

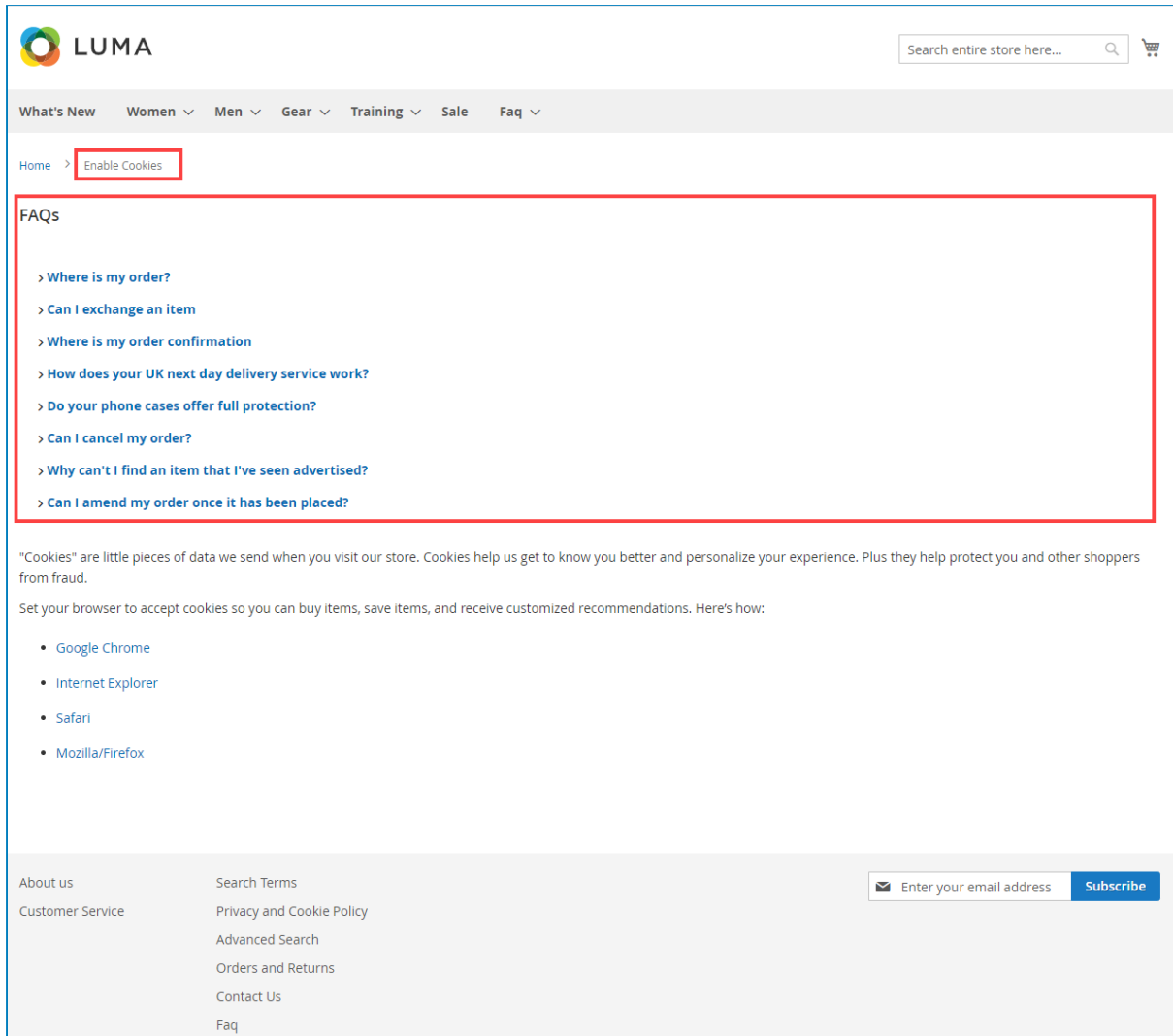
Number of Questions to Display

Box Padding

Disable Box Shadow

Disable Border

Try this following settings and see the result below:



The screenshot shows the LUMA website interface. At the top left is the LUMA logo. To the right is a search bar with the text "Search entire store here..." and a magnifying glass icon. Below the search bar is a navigation menu with items: "What's New", "Women", "Men", "Gear", "Training", "Sale", and "Faq". Below the navigation menu is a breadcrumb trail: "Home > Enable Cookies". The "Enable Cookies" link is highlighted with a red box. Below the breadcrumb trail is a section titled "FAQs" which is also highlighted with a red box. This section contains a list of FAQ items, each with a right-pointing chevron icon:

- > Where is my order?
- > Can I exchange an item
- > Where is my order confirmation
- > How does your UK next day delivery service work?
- > Do your phone cases offer full protection?
- > Can I cancel my order?
- > Why can't I find an item that I've seen advertised?
- > Can I amend my order once it has been placed?

Below the FAQ section is a paragraph of text explaining cookies: "Cookies" are little pieces of data we send when you visit our store. Cookies help us get to know you better and personalize your experience. Plus they help protect you and other shoppers from fraud.

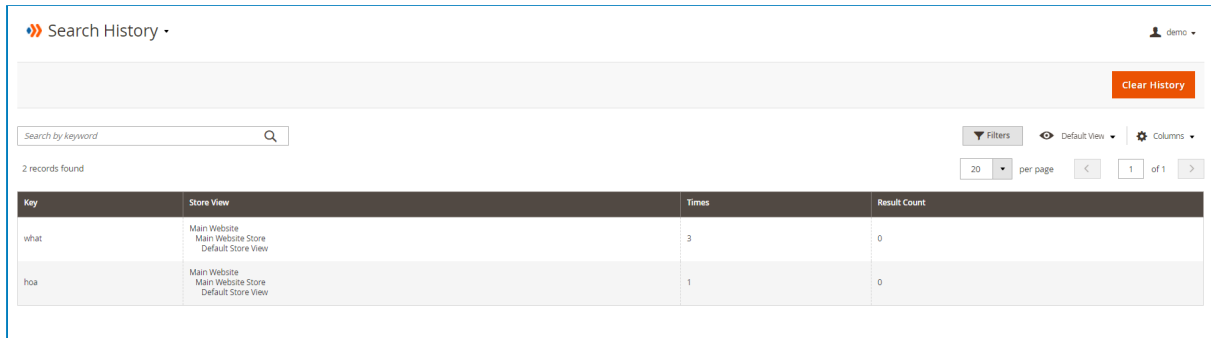
Set your browser to accept cookies so you can buy items, save items, and receive customized recommendations. Here's how:

- Google Chrome
- Internet Explorer
- Safari
- Mozilla/Firefox

At the bottom of the page is a footer area. On the left, there are links for "About us" and "Customer Service". In the center, there are links for "Search Terms", "Privacy and Cookie Policy", "Advanced Search", "Orders and Returns", "Contact Us", and "Faq". On the right, there is a newsletter sign-up form with the text "Enter your email address" and a blue "Subscribe" button.

## VII) Query History

The function of this section is to save searching history of customers.



Key	Store View	Times	Result Count
what	Main Website Main Website Store Default Store View	3	0
hoa	Main Website Main Website Store Default Store View	1	0

- **Key:** The keyword that customers use when searching questions on the search bar.
- **Store View:** Store view where customers search questions.
- **Times:** The number of times that the keyword is searched by customers.
- **Result Count:** The number of questions that are matched with the keyword.

## VIII) Support

If you have any questions or need any support, feel free to contact us by following ways. We will get back to you within 24 hours since you submit your support request.

- Submit [contact form](#).
- Email us at [support@magezon.com](mailto:support@magezon.com).
- Submit a [ticket](#).
- Contact us through [Skype](#): support@magezon.com.
- Contact us via live chat on our website: [magezon.com](http://magezon.com).