**How Does Shopify Support Work?**

If you Shopify store or you are considering a Shopify store, you might be wondering what sort of support options are available to you and how they actually work. You’ll be pleased to know that Shopify’s customer support is one of the reasons that the platform is so popular. In this article, we’ll explore that popularity as it relates to the customer service that Shopify offers its merchants. If you are considering going with Shopify this will allow you to evaluate their customer service and determine whether or not you want to work with the platform.

Shopify has four basic support functions. The first one that we will talk about is the documentation. There is a lot of documentation that comes with Shopify. There is a comprehensive manual that covers every single thing that you need to know to set up a Shopify store. It is a little difficult to navigate and find exactly what you’re looking for but it certainly is comprehensive. Shopify also has their e-commerce University in their member forums which can help you advice from other people that have stores on Shopify.

The second support type that will discuss is email. You can find the email contact form by clicking on the support link from any documentation page and then scrolling down so that you can see the three support options. You can use email anytime to contact Shopify but there are two other options that you can use if you need help right away.

One of those options is live chat. Live chat is available from the Shopify experts 24 hours a day, 365 days a year. The great thing with the live chat is that you can instantly connect with someone who can help you and they’ll be able to look over your store to see where you’re having a problem. The live chat support operators are knowledgeable and helpful and many people rate Shopify’s customer service is so high because of them.

Finally, you have the ability to call Shopify at any time. Shopify has toll-free numbers for the United States, United Kingdom, Australia, New Zealand and Singapore. This is also a 24 hour, 365 day service that you can get a hold of quickly and get help for whatever problem that you are experiencing. This is definitely a bonus because if you are having a problem with your site you may be losing money with every hour that it’s down.