



What we backup

FOR BIGCOMMERCE STORES

What we backup	This includes:
Products	Product name, type, sku, description, price, stock level, dimensions, variants, modifiers, images, links to videos, reviews, custom fields and more.
Categories	Category name, description, and images
Option Sets	Option set name, options in the set
Options	Option name and display name, option type, option values
Brands	Brand name, page title, search keywords, brand URL, brand image
Customers	First and last name, email, phone, store credit, notes, tags
Orders	Date, order ID, customer, status, total, order details, coupons, messages, products, tax, shipping addresses
301 Redirects	Path, URL
Blog Posts	Title, body, summary, date published, images, tags, author, draft posts, published posts
Web Pages	Page type, name, URL, content, images
Stencil Themes	All theme files
Gift Certificates	Code, customer name, amount, amount, balance, status, purchase date
Price Lists	Price list name, price list records

Important:

Rewind also backs up the relationship and dependencies between items. For example, a product backup includes the product's relationships to categories, brand, option sets, price lists, inventory levels, bulk pricing rules, and related products. This is crucial in ensuring that when we restore data it is restored exactly as it was before.

What we don't backup

At this time, we do not backup the following items because there is no existing BigCommerce API that gives us access to this data or it has not been requested by customers:

- Store Settings
- 3rd Party Apps installed in the store
- Shipping Data
- Metadata
- Blueprint Themes
- Banners and promotions

This document was last updated:

December 13th, 2019

For the most up-to-date information, visit our Help Documents at help.rewind.io

Don't see an item on this list that you want us to backup?

We are always working with the BigCommerce team to improve the capabilities of the Rewind Backup. If there is an item that you require to be backed up, let us know and we may be able build the backup capability for you.

Email help@rewind.io for backup requests

