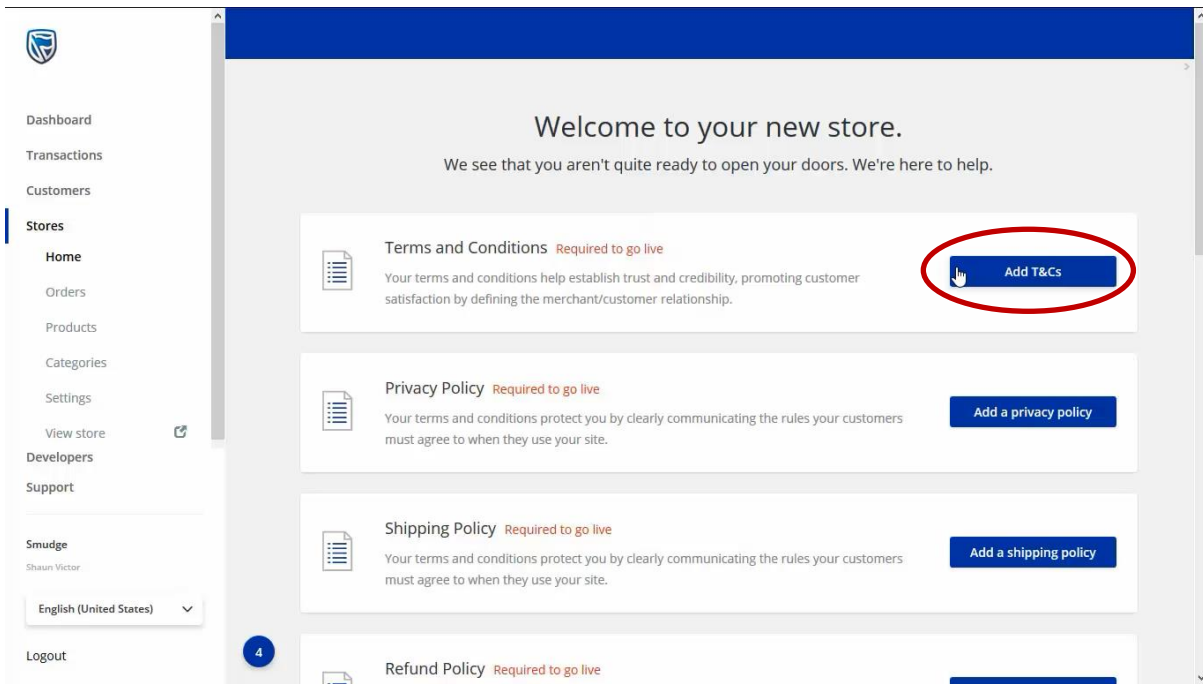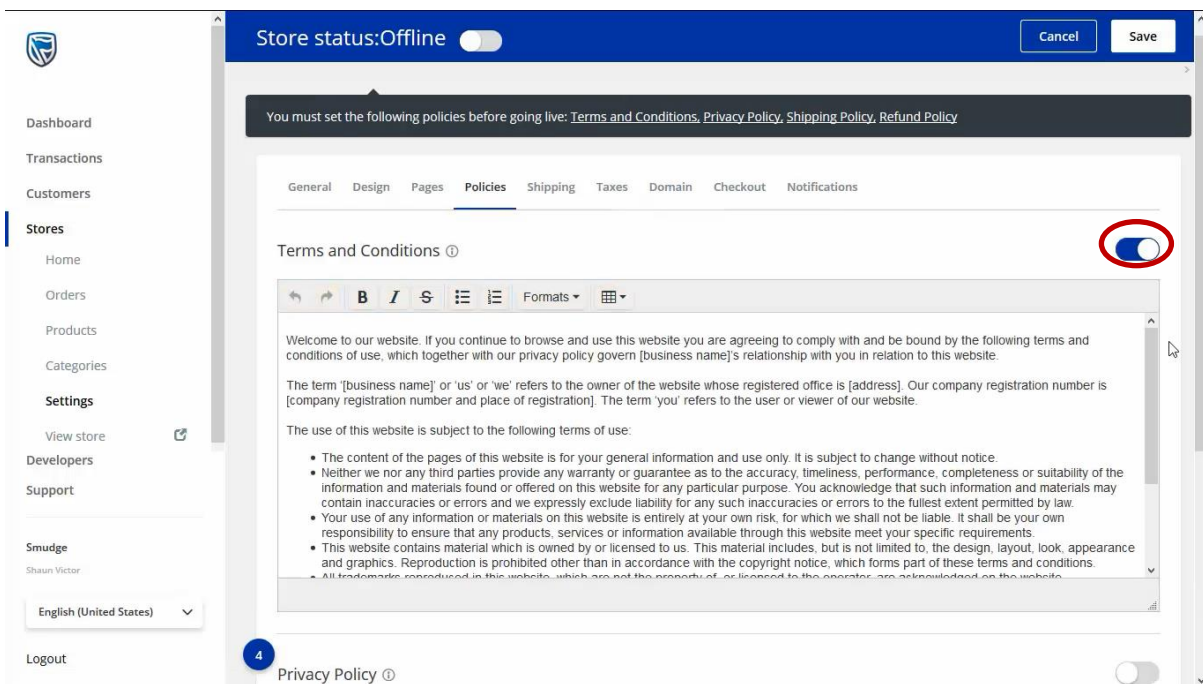# Policies

- Before your store can go live, you need to have certain e-commerce policies in place to protect both your customer and you, as well as to make your customer feel comfortable when making a purchase. These policies should include Terms and Conditions, a Privacy Policy, a refund policy and a shipping policy.
- To load these policies, go the stores button on the left-hand side menu on the dashboard page. It will automatically take you the policy page, since you haven't already loaded any.

- Click on the Terms and Conditions button. Once you are on the terms and conditions page, you will be able add your policies.

- If you click on the slider for the terms and conditions and for the privacy policy, you will notice that there are template policies to help guide you in creating your own policies. You are free to use and edit these policies according to your business' operating model.

- For the Refund policy and the Shipping policy, questions have been loaded to aid you in creating your own policies, which are best suited for your company.
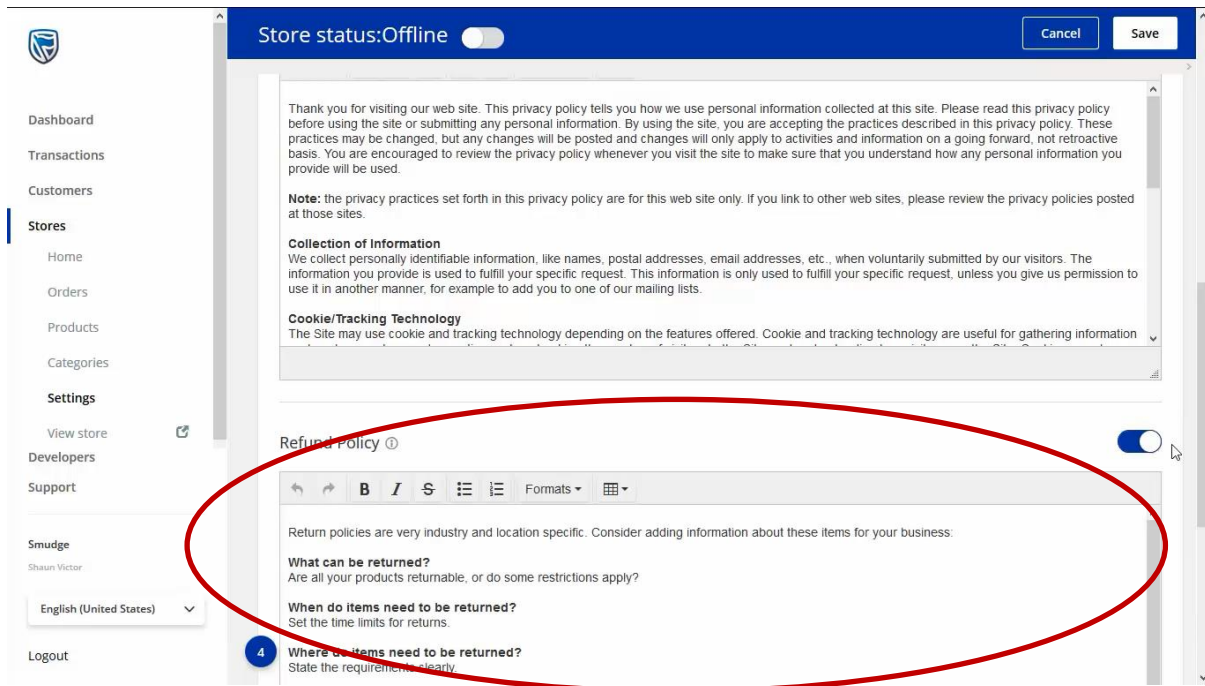
- Once you are happy with your policies, click on the Save button in the top right-hand corner of the page.