



What We Back Up For BigCommerce



Here's What We Back Up:

Products	Product Name, Type, SKU, Description, Price, Stock Level, Dimensions, Variants, Modifiers, Images, Links to Videos, Reviews, Custom Fields, Product SEO Metadata, and more
Categories	Category Name, Description, Images, and SEO Metadata
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 Number, 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, and SEO Metadata
Web Pages	Page Type, Name, URL, Content, Images, and SEO Metadata
Stencil Themes	All theme files
Gift Certificates	Code, Customer Name, Amount, Balance, Status, Purchase Date
Price Lists	Price List Name, Price List Records

How We Back Up Data

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

What We Can't Back Up

At this time, we don't back up the following items because there is no existing BigCommerce API that gives us access to this data or it hasn't been requested by customers:

- Store Settings
- 3rd Party Apps Installed in the Store
- Shipping Data
- Blueprint Themes
- Banners and Promotions

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

Reach out to partners@rewind.com for more information.

We are always working to improve the capabilities of Rewind Backups. If we're missing something essential for your business, let us know! We'll do our best to add it to the list of things we *do* back up.

For the most up-to-date information, visit our [Help Documents](#).

This document was last updated July 2021.