



Account-Level Backups

FOR BIGCOMMERCE

Rewind gives you peace of mind.

Rewind provides account-level backups of your BigCommerce store - including all of the data and content you have built into it. When you make a mistake or lose data due to a 3rd party app or other incident, Rewind gives you the options to restore your data: one item at a time, multiple items, or the entire store.

- ✓ **Daily automated backup**
- ✓ **Flexible data restores**
- ✓ **Dedicated support team to help merchants when needed**

When is the best time to setup Rewind on your BigCommerce store?

The best time to setup Rewind is before you need it.

Unfortunately, many of our clients are still learning about Rewind after they have lost data on BigCommerce or made a mistake. The second best time to setup Rewind is before Black Friday/

Cyber Monday. While getting ready for holiday sales, you are making more changes than usual to your store and stress levels are high. Having Rewind installed gives you peace of mind that small mistakes while editing the store won't derail all of your plans.

We restore thousands of items each week.

Most are due to **human error, CSV imports, 3rd party app integrations** (especially apps that push data into BigCommerce and/or can make a lot of changes to the store)

How to set Rewind and forget it

(until you need it)

Add Rewind

Add Rewind from the BigCommerce app store and select a plan (all plans start with a 7-day free trial).

Pick a plan

Pick a plan to initiate your first backup. Continue to be covered with automatic daily backups.

Make a mistake or lose a ton of data?

Rewind individual items, multiple items, or the entire store to a previous point in time.

Need help during a data crisis?

We have the largest and most experienced team in our space to assist you.



rewind.io/backup/bigcommerce
rewind.io/bigcommerce-team
help@rewind.io



Rewind is rated 5 stars

OVER 240 REVIEWS IN THE BIGCOMMERCE APP STORE

FAQs From Merchants

Doesn't BigCommerce backup stores?

BigCommerce backs up all merchants at the platform-level. This means that if BigCommerce were to experience a problem with their servers, they would be able to recover the entire platform. A platform backup is a necessity for all cloud-based software, but it cannot be used to recover data from an individual account.

Rewind backs up merchants at the account-level. This is a much more granular backup of just the data that has been added to the merchant's store. This includes products, pages, customers, orders, etc. We give merchants the power and flexibility to restore these items when needed.

With BigCommerce and Rewind backups, merchants have complete protection of their ecommerce store.

What does Rewind Backup?

Rewind backs up products, categories, options, option sets, brands, customers, orders, themes, blog posts, redirects, and pages. For complete details about what we backup and restore, please visit our help center (help.rewind.io).

Can Rewind handle high-volume stores?

Yes, Rewind is built to handle high-volume stores, even during BF/CM peaks. We are protecting some of the largest merchants on the BigCommerce platforms, including Paul Mitchell, Murad, and Procter & Gamble.

When does Rewind run backups?

Daily at midnight local time. We will send you a weekly summary of all your backup activity.

What is the cost, and is there a free trial?

Every plan starts with a free 7-day trial. There is a free plan available for stores with less than 20 orders per month. We have 5 paid plans, starting at \$9 USD/month, up to enterprise plans. We encourage enterprise merchants to get in touch for pricing.

I still have questions, can I speak to someone?

Learn more at rewind.io/backup/bigcommerce or email help@rewind.io
For enterprise merchants, please contact sales@rewind.io



rewind.io/backup/bigcommerce
rewind.io/bigcommerce-team
help@rewind.io