SOVBA AI SOLUTIONS

Frequently asked questions

Short answers to the questions merchants ask first. Each answer points to the guide that explains it step by step.

Importing

Which supplier pages can I import? The page of **one product** on your supplier's website, such as a manufacturer or a distributor. A category page or a search page cannot be read. Import only products you are authorized to sell, as a dealer, a distributor or a dropshipper of that supplier. See the guide *Import your first product*.

Can I import a page that needs my dealer login? No. The app reads the page as any visitor sees it, without signing in. Use the public product page of the supplier.

Why does an import say Not read? The page could not be read, and the reason is written next to it. The most common ones:

- *This page does not exist on the supplier's website*: the link is broken. Open the product on the supplier's website, copy the link from your browser's address bar, and read it again.
- *The supplier page took too long to load*, or *changed while we were reading it*: read it again.
- *Our reading service is busy right now*: read the page again in a few minutes.

A reading that fails **does not count** as an import. If it happens again, write to support@sovba.com with the link.

Can I import a product I already imported? The app does not read the same link twice by mistake: it shows the existing import instead. If you really want a new reading, click **Read again anyway**. It counts as a new import. See the guide *Your plan and imports*.

Can I import several products at once? Yes. Paste up to 25 links, one per line. The pages are read one after the other, and you can leave the page while the app reads.

Prices

Which price does the app copy? The price the supplier shows to the public on its page, exactly as it is, with the SKU of each variant. The app never changes it. Your selling price is yours to set in Shopify.

The supplier shows no price. What happens? The product is sent as **Sold out**, so nobody can buy it at $0.00. Enter your price, then put it on sale. See the guide *Products without a price*.

Does the app change my prices when the supplier changes theirs? No, never. The app checks your suppliers every week and tells you what changed in **Supplier changes**. It also warns you when your price is lower than the supplier's. You decide what to do. See the guide *Monitor your suppliers*.

Your store and your theme

Is the product visible to shoppers as soon as I send it? No. It is sent as a **draft**, hidden from shoppers. You check it in Shopify, then change its status to **Active** when you are ready.

Which themes does the app work with? The tabs and the required components are shown by the app's theme blocks. We test them on Shopify's free themes, such as Horizon. The app places them where most themes expect them, and never leaves them hidden: if your theme hides that place, they show right before the buy button. If you prefer another place, place them yourself. See the guide *Show tabs and components on your store*.

Does the app edit my theme's code? No. **Components and tabs** is a Shopify app embed: you turn it on in your theme editor, and you can turn it off at any time. The app never edits your theme's code.

Can I change the text of the supplier's tabs? Yes, in the app, in **Tabs** on each import, before or after sending. Your product description in Shopify stays yours and never changes the tabs. See the guide *Edit the supplier tabs*.

Why does my product show plain colour buttons, not swatches? Swatches need a product category and the swatches setting of your theme's variant picker. See the guide *Colour swatches*.

Your plan and your account

How am I billed? By Shopify, on your Shopify invoice. Every plan starts with a 7-day free trial with 5 imports, and you can change your plan at any time from the app. See the guide *Your plan and imports*.

Does a required component count as an import? Yes. Each required component you import from a product page counts as one import.

What happens if I uninstall the app? Shopify ends your plan. What you imported stays in your store: the products, their variants, prices, photos, documents and descriptions. The tabs and the required components stop showing on your product pages while the app is uninstalled, and come back if you install it again.

What data does the app use? Your products and the supplier pages you import. To warn you when your price is below the supplier's, it reads your products' prices. Our privacy policy explains everything: https://sovba-hti.fly.dev/privacy

Another question? Write to support@sovba.com. Tell us the link of the supplier page and what you expected, and we answer by email.