

REGGATE · USER MANUAL

RegGate User Manual

Regulated-product compliance rules, enforced natively inside Shopify checkout.

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Welcome to RegGate

RegGate enforces regulated-product compliance rules at the one place that cannot be bypassed: Shopify's checkout. It does three jobs for merchants who sell products with a patchwork of rules, such as CBD, kratom, nicotine, hemp, and supplements:

- **State and province restrictions.** Stop a product from shipping to states or provinces where it cannot be sold.
- **Per-state quantity caps.** Limit how many units of a product ship to a given state.
- **Age confirmation.** Require shoppers to confirm they meet an age requirement before they can complete checkout.

RegGate is honest about its scope. It is a compliance enforcement gate, not ID verification, not tax calculation, and not legal advice. It holds the rules you configure; it does not decide what those rules should be.

This manual walks through how enforcement behaves at checkout, then the RegGate admin: how you set up rules, preview them, and turn them on. If you just want a quick answer, see the FAQ and support page.

How enforcement works

RegGate runs as a Shopify checkout validation function. When a shopper reaches checkout, it reads your rules and checks the cart against them:

- It looks at the **shipping destination** state or province, the **products** in the cart, the **quantities**, and whether the shopper made the **age confirmation**.
- If any rule would be broken, checkout is blocked and the shopper sees a clear message explaining why.

Because this happens inside Shopify's checkout rather than in your theme, it cannot be bypassed by editing the cart, pasting a checkout link, or using a fast one-tap checkout. There is no storefront popup and no script added to your theme, so there is no page-speed cost.

What RegGate enforces

State and province restrictions

For a regulated product, you list the states or provinces it cannot ship to. When a shopper's order is headed to one of those destinations, RegGate blocks checkout for that order. State codes are matched flexibly, so casing does not matter.

State restrictions apply once the shipping destination is known at checkout. Until the destination is known, RegGate does not block on state, so no shopper is stopped before they have entered where the order is going.

Per-state quantity caps

For a regulated product, you can set the maximum number of units that may ship to a given state. RegGate adds up the units of that rule's products in the order and blocks checkout to that state when the total is over the cap. The cap counts across the rule's products together, so splitting an order into different options of the same item cannot earn extra units.

Age confirmation

You can require a visible age confirmation, either for specific products or across your whole store. The shopper confirms at checkout, and RegGate requires that confirmation before the order can complete.

Two things to understand about the age check:

- It is **presence-based**. RegGate confirms that the shopper made the attestation. It does not receive a birthdate, check an ID, or verify identity. For categories that legally require verified ID, pair RegGate with a dedicated ID-verification provider.
- The **age threshold lives in your wording**. RegGate does not carry a number such as 18 or 21. State the age you require in the confirmation text the shopper sees, and RegGate enforces that the confirmation is made.

An age confirmation requirement applies regardless of the shipping destination, so it holds even before the destination is known.

Finding the admin

RegGate adds two pages to your Shopify admin, linked at the top of the app:

- **Home**. A summary of what RegGate enforces and whether it is live. The **Status** area shows two indicators: **Checkout protection**, which reads **Ready** once the app is set up, and **Rules**, which shows how many are active. A banner at the top tells you your next step, and a button takes you to the Rules page.
- **Rules**. Where you build everything: your store-wide age attestation, each regulated-product rule, and a live preview. This is the page you will spend your time on.

Store-wide age attestation

At the top of the **Rules** page is **Store-wide age attestation**. It applies the age confirmation to every order, whatever is in the cart:

- **Require age attestation on every order**. Turn this on to require a visible age confirmation for any non-empty cart. Leave it off if only certain products need one; you can require attestation per rule instead, below.
- **Minimum age shown in the prompt**. The age number the shopper sees, for example 21.
- **Attestation prompt text**. The exact wording the shopper reads and confirms, for example “I confirm I am of legal age to buy this product.”

The minimum age and the prompt text are wording shown to the shopper, and they stay in the admin.

RegGate enforces that the shopper made the confirmation, not a specific birthdate or number, so the age you require has to be stated clearly in the prompt text. The number and the text you enter here are never sent to the checkout enforcement layer; only the fact that an attestation is required is.

Creating a rule

A rule pairs the regulated products you choose with the restrictions that apply to them. On the **Rules** page, press **Add rule** to create one. Each rule has:

- **Rule name**. A name for your own reference. It is not shown to shoppers.
- **Flagged products**. The products this rule covers.
- **Blocked ship-to states**. States or provinces the flagged products cannot ship to.
- **Per-state quantity caps**. Optional limits on how many units may ship to a given state.
- **Require age attestation for this product**. An age confirmation just for this rule’s products.

Each rule shows a one-line summary and can be collapsed while you work on others. Badges on a rule tell you at a glance when it is **Disabled** or requires an **Age attestation**.

Flagged products

A rule needs at least one product before it applies. You have two ways to choose them, and you can use both together:

- **Select products.** Press **Select products** to pick them from your catalog with the built-in browser. Picked products appear as chips you can remove, and there are no IDs to copy.
- **Or match by product tag.** Type a tag, for example `kratom`. When you save, RegGate finds every product carrying that tag and adds it to the rule. This happens at save time, so if you tag more products later, save the rule again to include them. A tag that matches no products yet is called out with a warning when you save.

If a rule has no products and no tag, RegGate shows a caution that the rule will not apply yet.

Blocked ship-to states

Under **Blocked ship-to states**, tick the states or provinces where the flagged products cannot ship. United States states (including the District of Columbia) and Canadian provinces are listed. When a shopper's order is headed to a ticked destination, checkout is blocked.

Setting per-state quantity caps

Under **Per-state quantity caps**, press **Add quantity cap**, choose a **State**, and set **Max units to this state**. RegGate adds up the rule's flagged products in the order and blocks checkout to that state when the total goes over the cap. Use this for a state that allows the product but limits quantity. Press **Remove cap** to delete a row.

Age attestation for a rule

Turn on **Require age attestation for this product** to require the age confirmation only for this rule's flagged products, without turning it on store-wide. The store-wide minimum age and prompt text are the wording shoppers see either way.

Enabling and removing rules

- **Enabled.** Every rule has an **Enabled** switch. Turn it off to pause a rule without deleting it, so you keep the setup for later. A paused rule shows a **Disabled** badge and enforces nothing.
- **Remove.** The remove control asks you to confirm. If the rule was already saved, it keeps enforcing at checkout until you save again; if it was never saved, removing it changes nothing.

RegGate also shows a caution on any rule that would enforce nothing (no state restriction, no quantity cap, and no age attestation), so an empty rule never sits there looking active.

Preview enforcement

The **Preview enforcement** panel runs the same engine the checkout function runs, against your current rules, including edits you have not saved yet. Pick a rule, a **Ship-to state** (or leave it "Not known yet"), the **Units in cart**, whether the buyer is adding a flagged product or a different one, and whether the shopper confirmed the age attestation. RegGate shows **Blocked** or **Allowed** and the reason, so you can trust a rule before a real shopper meets it. A rule needs flagged products or a tag before it can be previewed.

Saving and going live

When you have unsaved changes, a save bar appears at the top of the page. Press **Save** to apply them, or **Discard** to revert.

On your first save, RegGate creates its checkout validation for you and writes your rules to it, so there is nothing else to configure for enforcement to begin. After that, every save updates the rules in place. RegGate expands any tags to products, then writes the current rules to the checkout validation record the function reads, so the preview and the checkout always agree. If a save runs into a problem it shows a **Could not save**

message with the details, and if a save succeeds but something is worth your attention, for example a tag that matched no products, it shows a **Saved with a warning** note so nothing fails silently.

Keeping the rules correct and current is the part only you can own. Regulations change often, so review your rules on a schedule that fits the categories you sell.

What a shopper sees

- **Allowed.** If nothing is broken, checkout proceeds normally. Shoppers outside your restricted states and under your caps are never slowed down.
- **Blocked.** If a rule is broken, checkout is held and the shopper sees a short, plain message: that the item cannot ship to their state, that it is over the quantity allowed for their state, or that they need to confirm the age requirement. The shopper can fix what they can (confirm their age, reduce the quantity) and continue.

Setup expectations

- RegGate enforces through Shopify's native checkout, so there is nothing to add to your theme and nothing for shoppers to install.
- Rules are applied to the specific products you configure for RegGate to enforce.
- **RegGate fails safe.** If your rules are ever present but not yet readable, for example during an update, RegGate holds checkout with a clear, temporary message rather than letting a restricted item through. This is deliberate: a compliance gate should fail closed, not fall silent. The message clears once the rules are readable again.

What RegGate is not

Stated plainly, so there are no surprises:

- It is **not ID verification**. It records a visible age confirmation; it does not check IDs or read birthdates.
- It is **not tax calculation, remittance, or shipping-rate logic**.
- It is **not legal advice, and it is not a compliance guarantee**. RegGate enforces the rules you configure. You are responsible for knowing which restrictions, quantity limits, and age requirements apply to your products, and for keeping your rules current. For questions about your legal obligations, consult a qualified professional.

Getting help

If something is not working or you have a question this guide did not answer, contact support and include your store URL and a short description of what you expected. We are glad to help.