



How to completely delete/remove products in my shop?

Elenor A. - 2021-09-09 - Pages and Products

ShopFactory allows you to simply delete the products from the page/s they are contained in and still be able to re-use it at a later stage. If you delete a product from a page, ShopFactory removes it from the page and still shows it in the "**LIST OF CONTENTS**". If you want to completely remove these products, you must go to the "List of Contents" and delete it from there to move it to the "Recycle Bin".

- Open shop in ShopFactory and then locate the page where the product you want to delete is contained. Select the product and press Delete key.

- Deleting a product from a page does not put this product straight into the Recycle Bin. This only removes the product from the page. To completely remove the product in your shop, you need to move it to the recycle bin.

You need to do the following:

- At the left-tree menu, select "**List of Contents**"
- Sort the products according to "**Contained In**" field by clicking the field title
- Select all the products that have been deleted. You will know that the product has been deleted if it has blank/empty "**Contained in**" information

The screenshot shows the ShopFactory interface with a table of products. The table has columns for ID, Name, Catalog num., Price, Weight, Picture, and Contained in. A red box highlights the 'Contained in' column, and a red arrow points to a red box containing the following text: "All the products that has empty 'Contained in' means it has been deleted so select the deleted products and press DELETE key to move it to the Recycle Bin".

ID	Name	Catalog num.	Price	Weight	Picture	Contained in
P113140	Copy of Product 32 - w/o options/rchoc	p32	25.00	0.500	/media/4_chorong_2.png	Page 107
P113141	Copy of Product 6 - Tall image	p6	10.00	0.500	/media/4_tall-image.png	Page 107
P113142	Copy of Product 7 - Wide image	p7	10.00	0.500	/media/4_wide-image.png	Page 107
P113143	Copy of Product 8 - boy wide image	p8	10.00	0.500	/media/4_boy-wide-image.png	Page 107
P113144	Copy of Product 9 - wine tall image	p9	10.00	0.500	/media/4_wine-tall-image.png	Page 107
P113145	Copy of Product 10 - Tall image	p10	30.00	0.500	/media/4_helmet1.jpg	Page 107
P113146	Copy of Product 11	p11	30.00	0.500	/media/4_helmet2.jpg	Page 107
P113147	Copy of Product 12	p12	30.00	0.500	/media/4_helmet4.jpg	Page 107
P113148	Copy of Product 35 - with options/rchoc	p35	0.00	0.000	/media/4_apprk_preshow.jpg	
P113149	Copy of Product 34 - with options/rchoc	p34	20.00	0.500	/media/4_chorong_5.png	
P113150	Copy of Product 32 - w/o options/rchoc	p32	25.00	0.500	/media/4_chorong_2.png	
P113151	Copy of Product 6 - Tall image	p6	10.00	0.500	/media/4_tall-image.png	
P113152	Copy of Product 7 - Wide image	p7	10.00	0.500	/media/4_wide-image.png	
P113153	Copy of Product 8 - boy wide image	p8	10.00	0.500	/media/4_boy-wide-image.png	
P113154	Copy of Product 9 - wine tall image	p9	10.00	0.500	/media/4_wine-tall-image.png	
P113155	Copy of Product 10	p10	30.00	0.500	/media/4_helmet1.jpg	
P113156	Copy of Product 11	p11	30.00	0.500	/media/4_helmet2.jpg	
P113157	Copy of Product 12	p12	30.00	0.500	/media/4_helmet4.jpg	
P113158	Copy of Product 26 - with options/rchoc	p26	0.00	0.000	/media/4_public_thumbnail.jpg	Page 108
P113159	Copy of Product 34 - with options/rchoc	p34	20.00	0.500	/media/4_chorong_5.png	Page 108
P113160	Copy of Product 32 - w/o options/rchoc	p32	25.00	0.500	/media/4_chorong_2.png	Page 108
P113161	Copy of Product 6 - Tall image	p6	10.00	0.500	/media/4_tall-image.png	Page 108
P113162	Copy of Product 7 - Wide image	p7	10.00	0.500	/media/4_wide-image.png	Page 108
P113163	Copy of Product 8 - boy wide image	p8	10.00	0.500	/media/4_boy-wide-image.png	Page 108
P113164	Copy of Product 9 - wine tall image	p9	10.00	0.500	/media/4_wine-tall-image.png	Page 108
P113165	Copy of Product 10	p10	30.00	0.500	/media/4_helmet1.jpg	Page 108
P113166	Copy of Product 11	p11	30.00	0.500	/media/4_helmet2.jpg	Page 108
P113167	Copy of Product 12	p12	30.00	0.500	/media/4_helmet4.jpg	Page 108
P113168	Test Product 1	test111	10.00	0.500	/media/4_image_4.jpg	Page 103, SFX126_3, Page 101
P113169	Test Product 2	test222	15.00	0.500	/media/4_image_5.jpg	Page 103, SFX126_3, Page 101
P113170	Test Product 3	test333	10.00	0.500	/media/4_1920x750-6.jpg	SFX126_3, Page 101
P113171	Test Product 4	test444	10.00	0.500	/media/4_1920x750-7.jpg	SFX126_3
P113172	Test Product 5	test555	12.00	0.500	/media/4_1920x750-6.jpg	SFX126_3
P113173	Test Product 6	test666	8.00	5.000	/media/4_1920x750-5.jpg	SFX126_3
P113174	test product101	product101	10.00	0.500	/media/4_test_10.jpg	Page 103, SFX126_3
P113175	Product 100 no image w/ option and c.	p100	0.00	0.500		SFX-BMP_1, SFX-BMP_1-124x124, SFX-BMP_1-240x240, SFX-BMP_1L, SFX-BMP_1L-240x240, SF

- This will move the products to the Recycle Bin. Click Yes when a prompt appears
- Right-click on the Recycle Bin and click **Empty Recycle Bin**
- Optional: Click Settings menu -> enable "Rebuild All"
- Save shop and then preview in External Browser

The product that you have deleted should be totally removed from your shop.

IMPORTANT: To remove the deleted products from your server, you MUST follow the steps provided in the FAQ provided below:

Cleanup Unused Files On the Server: Deleted product/page still shows up online when searched in Google

<https://shopfactory.deskpro.com/en/kb/articles/cleanup-unused-files-on-the-server-deleted-product-page-still-shows-up-online-when-searched-in>