

Handing over a Wix site.

Wix moves a site between accounts, but only what you tick, and a few of these steps cannot be undone. Work down it with both accounts open, before the site changes hands.

Three of these are one way. Wix Payments accounts never transfer, contacts and members are removed from the old account as they arrive in the new one, and transferring a premium site forfeits the 14 day refund window.

OWNERSHIP AND ROLES

- ☐ **The client has their own Wix account, on an email address they control**
The transfer invitation goes to that address, and only an account on it can accept.
- ☐ **The blockers are cleared before a date is agreed**
No Facebook Ads attached, no premium plan paid by recurring invoice, and any app subscription that cannot transfer unassigned.
- ☐ **The invitation is accepted within three days**
It expires after that and has to be sent again. Until then it shows as PENDING OWNERSHIP under Roles and Permissions.
- ☐ **The client shows as Owner, not Admin (Co-Owner)**
Only the Owner can transfer, delete or move the site. A client left as Co-Owner finds that out at the next handover.
- ☐ **Whether the old account stays on as Co-Owner, and keeps a copy, is agreed in writing**
Co-Owner access can be revoked at any time, and a copy of the site leaves out contacts, orders and invoices.

BILLING AND PREMIUM PLANS

- ☐ **The site plan and the premium apps are ticked into the transfer**
They are options, not defaults. Left unticked, the old account keeps paying for a site it no longer owns.
- ☐ **The new owner has added their own payment method**
Payment details never transfer, so the subscriptions have nothing behind them until the client adds a card.
- ☐ **Auto-renew is on, and the renewal date is written down**
Yearly and multi-year plans are charged up to three weeks before they expire, not on the day.
- ☐ **Nothing is transferred inside the 14 day refund window if a refund is still possible**
Transferring forfeits it. Wix does not refund a premium site once it has moved accounts.

DOMAIN AND EMAIL

- ☐ **The domain is ticked into the transfer, or moved under Domains, Domain Actions**
A few extensions cannot move on their own and have to go with the whole site.
- ☐ **The registrant details are the business's, and the registration is extended**
So the name cannot lapse in the handover gap, and the owner on record is the client rather than the designer.

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- ☐ **A .co.uk change of owner is done as a Nominet registrant transfer**
Separate from moving the domain between accounts or registrars. £10 plus VAT, and the new registrant has five days to accept.
 - ☐ **Google Workspace business email moves with the site and the domain**
It cannot move on its own. Test it afterwards by sending a message from the business address and replying from outside.
 - ☐ **For a domain left at another registrar, the records are written down**
The CNAME on www to pointing.wixdns.net, the root A record, and who holds the registrar login.
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DATA, AND WHAT CANNOT BE EXPORTED

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- ☐ **Contacts exported to CSV before the transfer**
Contacts are moved rather than copied, so they are removed from the old account. Up to 50,000 at a time.
 - ☐ **Orders, store products and CMS collections exported**
Orders cover Stores, Bookings, Restaurants Orders and Donations. Digital products cannot be exported.
 - ☐ **Media files downloaded from the Media Manager**
With the CSVs, this is the only copy of the site that exists anywhere off Wix.
 - ☐ **Existing blog posts have had their final edits**
After a transfer, editing existing posts is not possible. New posts are fine, and comments can still be managed.
 - ☐ **Velo Secrets Manager entries re-added in the new account**
Secrets do not transfer, so custom code that calls an API stops working until they are back.
 - ☐ **The client has been told a Wix site cannot be exported or hosted elsewhere**
A move to another platform later is a rebuild, not a migration. Better said now than discovered in a year.
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PAYMENTS AND SUBSCRIPTIONS

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- ☐ **The client has their own Wix Payments account, verified**
Wix Payments accounts cannot be transferred. Allow seven business days, a bank account in the business's name and photo ID.
 - ☐ **Recurring customer subscriptions are counted, and those customers told**
They keep billing to the old Wix Payments account until each customer cancels and subscribes again.
 - ☐ **Third-party payment providers reconnected and verified in the client's name**
Each provider runs its own checks, and none carry over. Tax settings such as an Avalara connection stay attached too, often on the designer's login.
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SEARCH AND ANALYTICS

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- ☐ **Search Console reconnected on the client's own Google account**
Through the SEO Setup Checklist, or by meta tag under SEO and GEO, Tools and settings, Site Verification.
 - ☐ **The old verification token deleted, not just the old user**
Removing an owner is not enough. While the token is in place, they can verify ownership again.
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- ☐ **The client has the Administrator role on the GA4 account or property**
Nothing less can add or change users, so without it they cannot manage their own analytics.
 - ☐ **The URL Redirect Manager entries saved for the client's records**
Wix caps redirects at 5,000 per site, and nobody can plan around a list they have never seen.
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ACCESS CLEAN-UP

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- ☐ **Roles and Permissions reviewed, and anyone who no longer needs access removed**
Including the outgoing designer and any Billing Manager left over from the build.
 - ☐ **Connected third-party accounts moved off the designer's login**
Marketing apps, ad accounts and tax tools quietly stay with whoever set them up.
 - ☐ **The old account no longer lists the site, or lists only the agreed copy**
Checked by the person handing over, and confirmed to the client in writing.
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Take it, change it, use it in your own handovers. No need to credit me. adamroe.co.uk/blog/wix-website-handover