Common Shipping Condition Setup Mistakes

Troubleshooting · https://wpfactory.com/docs/common-shipping-condition-setup-mistakes/

Problem description

Your shipping conditions do not behave as expected because of a setup mistake: mixing Require and Exclude, selecting the wrong product, misusing the logical operator, or forgetting to enable the condition. Conditional Shipping for WooCommerce: Restrict Shipping Options by Anything offers many condition types, so it is easy to configure one slightly wrong.

Common symptoms:

- Shipping restrictions are inconsistent, working for some carts and failing for others.
- The shipping method does not respond to conditions even after the cart or product changes.
- You set a rule but nothing changed.

Cause: because the plugin supports many conditions (products, product tags, categories, shipping classes, payment gateways, cities, user roles, order amount, date and time, and more), it is common to mis-select an option or forget to tick **Enable condition**. The **Logical operator** setting (AND versus OR) also changes how multiple conditions combine and can produce unexpected results.

Solution, step by step

1. **Reopen the condition and review every option.** Go to **WPFactory > Conditional Shipping** (also reachable at **WooCommerce > Settings > Conditional Shipping**). Confirm **Enable condition** is ticked, that you used the intended Require or Exclude mode, and that you entered a value for the correct shipping method.
2. **Check the logical operator when combining conditions.** If more than one condition is enabled, the **Logical operator** decides how they combine. The default is AND, meaning every enabled condition must pass. If you meant either one or the other, switch it to OR.

3. **Test with a minimal configuration first.** Start with a single condition and confirm shipping behaves correctly. Once it works, add more conditions one at a time so any mistake is easy to isolate.
4. **For product conditions, verify the exact selection.** Choose products from the search list rather than relying on names you type from memory, and make sure the products, categories, or tags you exclude do not overlap with ones you also require.
5. **Save after every change and test with a fresh cart and address.** After editing a condition, save the settings, clear any caches, and test in a fresh session rather than a cached checkout.
6. **Keep a clear list of your shipping rules.** Record each shipping method, the conditions applied to it, and the logical operator used. This makes it easy to spot conflicting or overlapping rules later.

Prerequisites

- Admin access to the plugin settings.

Additional notes and prevention

- Ask anyone configuring shipping to recheck the conditions whenever the product catalog or shipping zones change.
- For complex shipping logic, test in staging first before applying changes to your live store.



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