Conditions Not Working

Troubleshooting · https://wpfactory.com/docs/conditions-not-working/

If your conditions are not showing or hiding shipping methods as expected, the cause is almost always a setting that is not enabled, a value set on the wrong method, or the wrong Require versus Exclude mode. This guide walks through the checks in order. All of them apply to Conditional Shipping for WooCommerce: Restrict Shipping Options by Anything.

Symptom

You set up a condition, but at cart or checkout the shipping method still appears when it should be hidden, or is missing when it should be shown.

Cause

The plugin only acts on a shipping rate when the master switch is on, the specific condition is enabled, a value is set for that exact shipping method, and the Require or Exclude mode matches your intent. If any of those is off, the condition does nothing. Caching, theme, or plugin conflicts can also mask a correct setup.

Fix

1. **Confirm the master switch is on.** Go to **WPFactory > Conditional Shipping** (also reachable at **WooCommerce > Settings > Conditional Shipping**), open the **General** section, and make sure **Conditional Shipping** (`wpjup_wc_cond_shipping_plugin_enabled`) is ticked. When it is off, no condition runs.
2. **Confirm the condition is enabled.** Open the section for the condition you are using (for example Cities or Date/Time) and make sure its **Enable condition** checkbox is ticked.
3. **Confirm a value is set for the right shipping method.** Each condition stores a value per shipping method. Set the value on the exact method you want to restrict (for example Flat rate), not on a different one. A method with an empty value is not affected.

4. **Check Require versus Exclude.** Require shows a method only when the condition matches. Exclude hides a method when the condition matches. Using the wrong one produces the opposite of what you expect.
5. **Check the logical operator when combining conditions.** If more than one condition is enabled, the **Logical operator** (`alg_wc_cond_shipping_logical_operator`, default AND) decides how they combine. AND requires every enabled condition to pass; OR requires only one. Switch it if a method is being filtered by an unrelated condition.
6. **Rule out a theme or plugin conflict.** Temporarily switch to a default theme and disable other plugins, then re-test. If it works, re-enable them one at a time to find the conflict.
7. **Clear caches.** Clear any page or object cache and your browser cache, since cart and checkout output is often cached.

> **Note:** the plugin settings live under **WPFactory > Conditional Shipping** (or **WooCommerce > Settings > Conditional Shipping**). There is no "WooCommerce > Settings > Plugins" screen. Activate or deactivate the plugin from **Plugins** in the main WordPress admin menu.



CONDITIONAL SHIPPING

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