Custom Email Preview Shows the Wrong or Old Content

Troubleshooting · https://wpfactory.com/docs/custom-email-preview-wrong-content/

If the WooCommerce email preview shows another custom email's content, or old text after you saved, in Additional Custom Emails & Recipients for WooCommerce, update the plugin first: versions before 3.6.9 always previewed the last custom email. Then test with a real order through **Order actions > Send email**, which uses your saved settings.

Causes and fixes

1. **An older plugin version previews the wrong email.** Before version 3.6.9, the WooCommerce email preview always rendered the last custom email. With **Number of custom emails** set to 10, for example, every preview showed Custom email #10, whichever email you were editing. Version 3.6.9 fixed this by giving each custom email its own identity in WooCommerce.

   Fix: update Custom Emails (Pro, if you run several custom emails) to the latest version, then reload the email settings screen and preview again.

2. **The preview is not a real send.** Previewing does not send anything, and it does not run the email's triggers or Order Options. To see exactly what a customer receives, send the email for a real order: open an order, choose **Send email: [your email's admin title]** in the **Order actions** box and click the update button. The email goes to its configured recipients right away and an order note records it. While testing, put your own address in **Recipients**.

3. **Old settings came back after you reinstalled the plugin.** Deleting Custom Emails from the Plugins screen does not remove its settings, so a reinstall picks up the previous emails and content.

   Fix: to start from a clean slate, go to **WPFactory > Custom Emails > General** (also reachable at **WooCommerce > Settings > Custom Emails > General**), tick **Delete plugin data** under

Advanced Options and click **Save changes**. This deletes all plugin settings, including every custom email, and cannot be undone. The tool was added in version 3.6.8.

4. **An email you moved to trash has disappeared.** In Pro, the trash icon next to an email's **Admin title** hides that email everywhere, and there is currently no screen to restore it.

   Fix: raise **Number of custom emails** to add a fresh email, or use **Delete plugin data** (above) to reset everything, including the trash list.

How to confirm it is fixed

1. Open two different custom emails under **WooCommerce > Settings > Emails** and preview each one. Each preview should show its own heading and content.
2. Send one email from a real order with **Order actions** and check that the received message matches your saved **Email content**.

For the content fields themselves, see crafting custom email content.

Still stuck?



CUSTOM EMAILS

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Need a hand? Our team answers every ticket on the Custom Emails support forum. Tell us your plugin version and the number of the custom email you are previewing.

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