Product Tabs Not Showing: General Troubleshooting

Troubleshooting · https://wpfactory.com/docs/general-troubleshooting-tab/

Fix product tabs that do not appear or behave unexpectedly

If a tab created with Additional Custom Product Tabs for WooCommerce is not showing or is behaving oddly, work through these checks in order. The most common cause is a tab missing its title or content.

Check the tab has a title and content

A custom tab, whether global, per-product or a variation tab, is only rendered when **both** its Title and its Content are filled in. An empty title or empty content hides the tab. For a global tab, also confirm its **ID** is unique and not blank.

Check the section is enabled

Open **WPFactory > Product Tabs** (also reachable at **WooCommerce > Settings > Product Tabs**) and confirm the plugin is on (**General** section) and the relevant section (Standard Tabs, All Products, Per Product or Variations Tabs) is enabled. Variations Tabs is off by default.

Check tab visibility rules

If a global tab shows on some products but not others, review its **show** and **hide** fields. A product listed under "Products to hide this tab for", or missing from a "show" list, will not display the tab.

Rule out a plugin conflict

Deactivate your other plugins, leaving Product Tabs and WooCommerce active. If the tab appears, reactivate the others one at a time to find the conflict.

Rule out a theme issue

Switch temporarily to a default theme such as Twenty Twenty-Four. Some themes replace the WooCommerce tab layout entirely. If the tab appears on the default theme, the conflict is in your theme.

Clear caches

Clear any caching plugin and your browser cache after changing tab settings, since cached pages can keep serving the old layout.

Stay up to date

Run the latest versions of Product Tabs, WooCommerce and WordPress. Updates often include compatibility fixes.

Still stuck?

Contact us through the WPFactory support page with your WordPress, WooCommerce and Product Tabs versions and a description of the tab setup, and we will help.



PRODUCT TABS

See every feature and the pricing on the Product Tabs plugin page.

View plugin →

Related articles

- Troubleshooting Shortcodes and Content in Product Tabs
- The General Settings for WooCommerce Product Tabs

- How to Show or Hide a Product Tab by Product or Category
- How to Reset a Product Tabs Settings Section
- Product Tabs Shortcodes Reference