Keep VAT Instead of Exempting for Certain Orders

How to · https://wpfactory.com/docs/keep-vat-instead-of-exempting/

To keep charging VAT for some orders even when the VAT number is valid, use the free Keep VAT rules in EU/UK VAT Manager for WooCommerce at **WPFactory > EU VAT** (also reachable at **WooCommerce > Settings > EU VAT**) > **Validation**. Tax rules often require this, for example for customers in your own country.

By default EU/UK VAT Manager removes VAT once a number validates. The preserve-VAT rules below let you keep it by country, by shipping destination, or per product.

Where to find them

Go to **WPFactory > EU VAT** (also reachable at **WooCommerce > Settings > EU VAT**), **Validation** sub-tab, **VAT Exemption** group. First, confirm **Remove VAT for validated numbers** (`alg_wc_eu_vat_disable_for_valid`) is on: it is the switch that grants exemption in the first place.

Preserve rules

Label	Option ID	Default	Free/Pro
Keep VAT if shipping country is different from billing country	`alg_wc_eu_vat_preserv_vat_for_different_shipping`	No	Free
Keep VAT if shipping country matches store base country	`alg_wc_eu_vat_preserve_vat_for_base_country_shipping`	No	Free

Keep VAT in selected countries	`alg_wc_eu_vat_preserve_in_base_country`	Disable	Free
Keep shipping VAT	`alg_wc_eu_vat_keep_shipping_vat`	No	Free

Keep VAT in selected countries

Keep VAT in selected countries has three modes:

- **Base (i.e., store) country:** validate the number but keep VAT when the chosen country equals your store's base country (set at **WooCommerce > Settings > General > Store Address**).
- **Comma separated list:** keep VAT for a specific list of countries. Enter the codes in **Keep VAT in selected countries locations** (`alg_wc_eu_vat_preserve_in_base_country_locations`), for example `IT,NL`.
- **Disable:** no country-based preserve rule.

Use **Country type** (`alg_wc_eu_vat_preserve_country_type`) to decide whether the billing or shipping country is compared.

> **Note:** to make "Keep VAT if shipping country matches store base country" work, turn off "Keep VAT if shipping country is different from billing country", as noted in the setting's own description.

Keep VAT on a single product

Every product has a **Keep VAT for this product** checkbox (`_alg_wc_eu_vat_keep_vat`) next to its tax settings on the product edit screen, under **Product data > General**. Tick it for products that must always carry VAT. When the cart contains one of these products and the customer has a valid VAT number, the ticked products keep their VAT and the rest of the cart is exempt.

Troubleshooting: VAT is still removed for customers in your own country

If a customer from your store's country enters a valid number and VAT is still removed, check these points in order:

1. **The rule is set and your store country is right.** Set **Keep VAT in selected countries** to **Base (i.e., store) country**. The plugin compares the customer's country with the country in **WooCommerce > Settings > General > Store Address**, so make sure that address uses your country.
2. **The right country is compared. Country type** decides whether the billing or the shipping country is checked. With **Customer shipping country** selected, a domestic company that ships abroad is not matched. Most stores should use **Customer billing country** (the default).
3. **List codes match WooCommerce's country codes.** With **Comma separated list**, the codes are compared with the checkout country, not with the VAT number prefix. Use WooCommerce's two-letter codes, for example `GR` for Greece, not the `EL` VAT prefix.
4. **Your country is not in the skip list.** Numbers from a country listed in **Skip VAT validation for selected countries** (Validation sub-tab, Advanced group) skip the whole check, including the Keep VAT rules, so they are always exempt. Remove your own country from that list.
5. **No role is always exempt.** A role in **Always exempt VAT for selected user roles** (User Roles group) is exempt even when a Keep VAT rule matches. Remove the role if domestic customers use it.
6. **The result is not cached.** Enable **Force VAT recheck on checkout** on the **Advanced** sub-tab and test in a private window, so an earlier result from the same session is not reused.

If VAT is kept when it should be removed, see VAT Not Removed After Entering a Valid VAT Number.

Tell the customer

Enable **Enable country preserve message** on the **Messages** sub-tab to show shoppers why VAT was kept. See Customize VAT validation messages.



EU/UK VAT MANAGER FOR WOOCOMMERCE

These exemption rules, including the per-product checkbox, are free. Explore the rest of EU/UK VAT Manager for WooCommerce for country and user-role targeting in Pro.

See what Pro unlocks →

Need a hand? Our team answers every ticket on the EU/UK VAT Manager support forum.

Related articles

- Show VAT Numbers in Admin Orders and Reports
- EU/UK VAT Manager: Reset a Settings Section to Defaults
- Validate UK and Non-EU VAT Numbers with VATSense
- Enable the VAT Field in Block-Based Checkout
- Make the VAT Field Required Only for Businesses