Checkout or Fatal Error After Enabling the Plugin

Troubleshooting · https://wpfactory.com/docs/max-products-user-error/

A fatal error appears at checkout

If your store throws a fatal error at checkout after activating Maximum Products per User for WooCommerce, and disabling the plugin clears it, work through the steps below. This kind of error is almost always resolved by updating to the current version.

Symptoms

- A PHP fatal error during checkout, sometimes referencing the plugin's data class.
- Checkout works again when the plugin is deactivated.

Fix

1. **Update the plugin** to the latest version first. Older releases contained data-handling fixes that resolve most checkout errors.
2. **Restore checkout** temporarily by deactivating the plugin while you investigate, if the store is down.
3. **Test in isolation:** switch to a default theme with only WooCommerce and this plugin active to rule out a conflict.
4. **Enable WP_DEBUG** and capture the full error and stack trace from the log.
5. **Check unusual product data** (variations, imported meta) that might not match what the plugin expects.
6. **Contact support** with the stack trace and your WordPress, WooCommerce and PHP versions plus the list of active plugins and theme.



MAXIMUM PRODUCTS PER USER FOR WOOCOMMERCE

See every feature and the pricing on the Maximum Products per User for WooCommerce plugin page.

View plugin →

> **Tip:** always test plugin updates on a staging site before applying them to a live store, since checkout errors affect revenue directly.

Need a hand?

Our team answers every ticket on the Maximum Products per User support forum. Include your error log so we can pinpoint the cause quickly.

Related articles

- How to Customize Purchase Limit Messages and Enforce Limits at Checkout
- Customers Are Blocked Before Reaching the Purchase Limit
- Customers Can Buy More Than the Purchase Limit
- Best Practices and Troubleshooting Checklist
- Time-Based Limits Are Not Resetting