MSRP Comparison Looks Wrong – Prices not Displayed as Expected

Troubleshooting · https://wpfactory.com/docs/msrp-comparison-looks-wrong-prices-not-displayed-as-expected/

Problem

When the MSRP comparison looks wrong in MSRP (RRP) Pricing for WooCommerce, make sure the MSRP is set above your selling price. The savings placeholders only produce a value when the MSRP is greater than the price, and the "Only show if MSRP is higher" Display option hides it otherwise. Then review the Display rule and savings fields.

Common symptoms

- MSRP is lower than the product price.
- No savings shown even though an MSRP is set.
- Customers are confused by the pricing.

Cause

MSRP Pricing compares the MSRP against the product's displayed price. The savings placeholders (`%you_save%` and `%you_save_percent%`) only produce a value when the MSRP is greater than the price. If the MSRP is equal to or below the price, or the Display option is set to "Only show if MSRP is higher", the comparison intentionally shows nothing.

Solution, step by step

1. **Set MSRP above your price.** For the comparison to make sense, the MSRP should be higher than the selling price. That is the intended relationship: MSRP is the reference, your price is the deal.
2. **Review the Display rule.** Check **Display** for the page. "Only show if MSRP is higher than the standard price" hides the MSRP when it is not above the price; "Only show if MSRP differs" hides it

only when they are equal.

3. **Check savings settings.** Confirm the Savings and Savings percent fields contain the raw placeholders (`%you_save_raw%`, `%you_save_percent_raw%`) and are referenced in the template.
4. **Test with a sample product.** Set a clear MSRP and price, then Update and view the page.

Prevention

- Use MSRP strictly as a reference price above your selling price.
- Keep your pricing consistent so the comparison always reads correctly.

Still stuck? Our team answers every ticket on the MSRP Pricing support forum.



MSRP (RRP) PRICING FOR WOOCOMMERCE

See every feature and the pricing on the MSRP (RRP) Pricing for WooCommerce plugin page.

View plugin →

Related articles

- Theme or Plugin Conflict Prevents MSRP Price from Displaying
- MSRP (RRP) Price not Appearing on WooCommerce Product Page
- How to Bulk Change Product Prices with the MSRP Price Converter
- How to Show MSRP (RRP) Prices in WooCommerce
- MSRP (RRP) not Displaying for Variable Products or Variations