Troubleshooting MSRP (RRP) Pricing for WooCommerce

Troubleshooting · https://wpfactory.com/docs/msrp-rrp-pricing-issues/

When the MSRP or RRP price in MSRP (RRP) Pricing for WooCommerce is missing or looks wrong, check **WPFactory > MSRP** first. Most problems come from the per-page **Display** setting, a missing MSRP value on the product, the MSRP not being higher than the price, the cart being hidden by default, or a theme that bypasses the WooCommerce price.

Quick checklist

1. Go to **WPFactory > MSRP** (also reachable at **WooCommerce > Settings > MSRP**) and make sure **MSRP (RRP) Pricing for WooCommerce** is enabled in the General section (it is on by default).
2. In **Single Product Page Display Options** and **Archives Display Options**, check that **Display** is not set to **Do not show**.
3. Open the product and confirm an MSRP value is saved in the pricing fields (and on each variation for variable products).
4. Compare the MSRP with the product's current price, then clear any page cache and reload.

The Display options and what they hide

Display value	When the MSRP is shown
Do not show	Never. This is the default for the **Cart** section.
Show	Whenever an MSRP is set. Default for Single Product Page and Archives.
Only show if MSRP is higher than the standard price	Only when the MSRP is above the price the customer pays.

Display value	When the MSRP is shown
Only show if MSRP differs from the standard price	Hidden when the MSRP equals the price.

All four values, plus **Position**, **Text Format** and the savings fields, are free.

1. MSRP not displaying

- **Check configuration:** confirm the plugin is enabled and that the **Display** option for the page is not set to "Do not show". Remember that "Only show if MSRP is higher" hides the MSRP when it is not above your price.
- **Product edit screen:** confirm you entered an MSRP value for the specific product (and per variation for variable products). An empty or 0 MSRP shows nothing, unless you fill in **Template if no MSRP is defined** (Pro).
- **Only in the cart:** the Cart section defaults to **Do not show**. Open **WPFactory > MSRP > Cart** and change **Display**.
- **Only for some visitors:** if **Required user role(s)** (Pro, in Admin & Advanced) has roles selected, guests and other roles see no MSRP.
- **Products without a price:** with **Products with empty price** set to Hide, the MSRP is hidden when the product has no price.
- **Theme compatibility:** the MSRP is added through the standard WooCommerce price output. Themes or page builder widgets that print the price their own way skip it. Switch temporarily to a default theme such as Storefront to see if the MSRP then appears. See theme or plugin conflict prevents the MSRP from displaying.

2. Incorrect MSRP display

- **Format:** review the **Text Format** (default Strike-through) and **Position** (default After the standard price) for the page.
- **Custom text:** if you edited the **Final Template** (Pro), check the placeholders and wording for typos. The placeholders are `%msrp%`, `%price%`, `%you_save%` and `%you_save_percent%`.
- **No savings shown:** the savings text only appears when the MSRP is higher than the price.

- **Tax looks off:** the MSRP is displayed with the same tax setting as your prices (including or excluding tax), so enter it on the same basis as your product prices.
- **Wrong currency amount:** with a currency switcher, turn on **Apply price filter** (free) so the MSRP is converted like your prices, or use MSRP by currency (Pro).
- **Variable products:** the range only uses visible variations, and out-of-stock variations are skipped when WooCommerce hides out-of-stock items. See MSRP not displaying for variable products.

3. Issues with the bulk tools

- **Update the plugin:** make sure you are on the latest version.
- **Plugin conflicts:** temporarily deactivate other pricing or currency plugins to rule out a conflict.

4. General troubleshooting

- **Clear caches:** clear your page cache, object cache and CDN so the latest product output is served. If **Variable MSRP optimization** is set to **Save in transients**, variable product MSRP ranges are stored for up to 30 days and refresh when WooCommerce clears the product's transients, so resave the product after a change.
- **Update WordPress and WooCommerce:** keep both current for best compatibility.

FAQ

Why does the MSRP show on the product page but not in the cart?

The Cart section has its own **Display** setting, and it defaults to **Do not show**. Change it under **WPFactory > MSRP > Cart**.

Why is the MSRP hidden on sale products?

Usually because **Display** is set to show only when the MSRP is higher or differs, and the sale price made the comparison fail. MSRP Pricing compares the MSRP with the price the customer actually pays.

Can I type the MSRP with a comma as the decimal separator?

Yes. A comma in the saved value is read as a decimal point, so 19,99 is treated as 19.99.

For the full setup, see how to show MSRP (RRP) prices in WooCommerce and MSRP price not appearing on the product page.

Still stuck?

Role targeting, per-country and per-currency MSRP and template editing are Pro features of MSRP Pricing. Get MSRP Pricing Pro.



MSRP (RRP) PRICING FOR WOOCOMMERCE

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

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- MSRP Comparison Looks Wrong – Prices not Displayed as Expected
- MSRP Appears in Product Settings but not on the Live Product Page