Minimum or Maximum Order Rules Not Enforced

Troubleshooting · https://wpfactory.com/docs/order-rules-not-enforced/

If minimum or maximum order rules are not enforced, check the Order Min/Max settings to confirm the rules are defined and add-to-cart restrictions are on. Then test with a default theme such as Storefront and only WooCommerce and Order Min/Max active, comparing classic and AJAX add-to-cart, since AJAX flows and conflicts can skip validation.

Problem Description

Customers are able to add items to cart or proceed to checkout even though the order total or quantity does not meet the defined minimum (or exceeds the maximum). Sometimes, no warning or error message appears. In other cases, when using AJAX add-to-cart, the rule check seems ignored.

Common symptoms

- “Add to cart” button works even when cart doesn’t meet minimum rules.
- On checkout, order placed successfully despite being under minimum.
- No notification message appears.
- Behavior differs between classic “Add to Cart” and AJAX-based add-to-cart / quick-add flows.

Cause

- The plugin’s JavaScript or validation hooks may not correctly trigger in AJAX-based cart flows or with certain themes / custom add-to-cart handlers.
- Settings may be misconfigured (e.g., “Always display messages” option interfering with Add-to-Cart button). Some users reported that enabling “Always display messages” blocked add-to-cart altogether.
- Conflicts with other plugins or theme customisations that override WooCommerce’s default cart/checkout behavior.

Solution (step-by-step)

1. **Check plugin settings:** In WP admin → Order Min/Max plugin settings, ensure the rules are correctly defined (min order amount, min quantity, etc.). Also verify that “Enable restrictions on add-to-cart” (or similar) is turned on if available.
2. **Test with default theme + no other plugins:** Temporarily switch to a default WP theme (e.g. Storefront) and disable all plugins except WooCommerce + Order Min/Max. Try standard add-to-cart and checkout flows. If rules enforce correctly, the issue is a conflict.
3. **If using AJAX add-to-cart** (theme or plugin): Avoid custom AJAX add-to-cart, or ensure that after AJAX add-to-cart, cart is refreshed so plugin validation can run. If the theme uses a custom add-to-cart JS, test with classic add-to-cart to confirm.
4. **Disable “Always display messages” option (if previously enabled):** Some users reported that this option interfered with add-to-cart actions.
5. **Check for JS errors in browser console:** Open browser developer tools (F12 → Console) and attempt to add to cart, note any JS errors.
6. **If validation still fails:** Contact plugin support with: your WP & WooCommerce version, theme name, list of active plugins, and whether add-to-cart uses AJAX. This helps developers debug or provide patches.

Prerequisites

- Plugin version up-to-date. The authors recently fixed a number of compatibility and calculation issues.
- WooCommerce and WordPress updated to supported versions.

Additional Notes

- AJAX-based add-to-cart and non-standard themes often cause min/max checks to be skipped. Whenever possible, use default WC flows or test thoroughly after customizations.
- If your store uses custom add-to-cart flows (mini-cart popups, quick-add buttons, etc.), consider testing a combination of rules + manual checkout to ensure enforcement.



ORDER MIN/MAX AMOUNT

See every feature and the pricing on the Order Min/Max Amount plugin page.

View plugin →

Related articles

- Getting Started with Order Minimum/Maximum Amount Limits for WooCommerce
- User-Specific Minimum and Maximum Order Requirements
- Advanced Features of the Order Minimum/Maximum Limits
- Customers Bypass the Minimum Order With Express Payment Buttons
- Min/Max Rules Not Applied for Specific Shipping Methods, Local Pickup, or Special Order Types