Easy Replies Troubleshooting

Troubleshooting · https://wpfactory.com/docs/review-replies-troubleshooting/

Most issues with Easy Replies to WooCommerce Reviews come from reply permissions, theme review markup or WordPress discussion settings. Find your symptom below and follow the numbered fix; every plugin option mentioned lives at **WooCommerce > Settings > Review replies**.

The Reply link does not appear under reviews

1. Make sure you are logged in. By default only administrators and the product's author can reply.
2. Check **General > Enable plugin** is ticked.
3. Check your role is selected in **General > User role**, or that **Product author** is on and you are the product's author.
4. Check reviews are open on the product (**Product data > Advanced > Enable reviews**).
5. The link is added after each review's text through WooCommerce's review template. If your theme or page builder renders reviews with its own template, the link may not appear. Test with a default theme such as Storefront to confirm.

My reply shows up as a new review instead of under the original

Cause: the theme does not load WordPress's comment reply script, so the form never learns which review you are replying to.

Fix:

1. Go to **Advanced**, tick **Comment reply JS** and save.
2. If replies still do not attach, check **Parent input selector** matches your theme (default `#comment_parent`).
3. As an alternative, turn on **General > Reply using popup**, which sends the review ID with the reply directly.

If replies attach correctly but are listed flat rather than indented, enable **Settings > Discussion > Enable threaded (nested) comments** in WordPress.

The reply form still asks for a star rating

1. Make sure **General > Rating requirement** is ticked.
2. If the browser still refuses to submit, also tick **Force rating requirement removal**.
3. If the rating field is still visible, check **Advanced > Rating wrapper selector** and **Comments wrapper selector** match your theme. The rating is hidden only after the form has moved under the review, so the comment reply script must work (see above).

WooCommerce says only verified owners may leave a review

Tick **General > Verfied owner** (remove "verified owner" requirement). It applies to users allowed to reply, so they no longer need to have bought the product.

Dokan vendors cannot reply

Dokan removes the review form for product authors. Go to **Compatibility > Dokan**, tick **Reviews form** and save. Also check **General > Product author** is on.

The review author is not emailed about my reply

1. Tick **Email > Review authors**.
2. In WordPress, go to **Settings > Discussion** and tick **Email me whenever: Anyone posts a comment**. Easy Replies adds the reviewer to that email.
3. Post the reply with the standard form. Replies from **Reply using popup** are saved directly and send no notification.
4. Make sure the reply is approved; held replies do not trigger the email.

See how to notify customers when you reply to their review.

The label still says "Your review"

1. Set **General > Label action** to **Change text** or **Hide**.

2. Check **Label selector** matches your theme (default `.comment-form-comment label`).
3. With Change text, the label only switches after you click Reply. With Hide, it is hidden only inside the reviews container while replying.

The pop-up form's label is fixed and is not changed by these options.

The custom Reviews tab title is not used

Tick **General > Reviews tab title**, not just the text box below it. The custom title is only applied to products that have at least one review; products without reviews keep WooCommerce's title.

Theme-specific problems

- **Porto:** if Porto shows an error from `porto_wc_body_class`, tick **Compatibility > Porto > CSS Body classes**.
- **REHub:** if replies look unstyled, tick **Compatibility > REHub Theme > Style**.

The admin edit screen for a review reply shows the wrong review

This comes from a WooCommerce 6.7.0 change that separated reviews from comments. Keep **Compatibility > WooCommerce > Product Reviews** ticked (the default).



EASY REPLIES TO WOOCOMMERCE REVIEWS

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- Easy Replies Settings Reference
- Getting Started with Easy Replies to WooCommerce Reviews