Role/Product/Category Min/Max Rules Not Honored

Troubleshooting · https://wpfactory.com/docs/role-product-min-max/

If role, product, or category min/max rules are not honored in Order Min/Max, review each rule for overlapping or contradictory definitions, set rule priority explicitly if the option is available, and test with each relevant user account and a simple cart that contains only the products or categories the rule governs.

Problem Description

Store owners set min/max rules for specific user roles (e.g., wholesalers, retailers) or for certain products/categories, but the rules are not enforced as expected. For some users or products, the rules are ignored; for others, they work correctly.

Common symptoms

- A regular customer can place an order below minimum that should apply to their role.
- A special role (e.g., wholesale) does not get its defined limit; the default global limit is enforced instead.
- Combined rules (product + role + category) yield unexpected results or conflict.

Cause

- Complex rule combinations may lead to conflicts or precedence issues. The plugin must evaluate multiple criteria (role, product, cart total, quantity), misconfiguration or overlapping rules can disable enforcement.
- Some edge cases (e.g. product-level rule + role-level rule + cart-level rule) might not be fully supported in free or older versions.

Solution (step-by-step)

1. **Review your rule definitions carefully:** In plugin settings, inspect each rule you created, note whether it applies to role, product, category, or cart-level. Make sure no two contradictory rules overlap.
2. **Set rule priority explicitly (if plugin supports it):** If there is a “priority” option for rule execution, define which rule should apply first (e.g. role-based before cart-based).
3. **Test with different user accounts:** Test rule enforcement using each relevant role (e.g. wholesale, guest, subscriber), check order attempt at checkout.
4. **Test with simple cart:** Use only products/categories governed by the rule to avoid interference from other rules.
5. **If issue persists:** Temporarily disable all rules except the one you want to test (role-based or product-based) and test again, helps isolate misconfiguration.
6. **If plugin version is older:** Update to latest, as newer updates addressed calculation and limit enforcement bugs.
7. **If you use coupon / discount plugins:** Confirm that coupon-based exceptions do not conflict with min/max logic (some users reported “Minimum order enforced even with a coupon used”).

Prerequisites

- Access to plugin settings.
- Understanding of user roles, product categories, and cart composition for your store.

Additional Notes

- When using a combination of rules (role + product + cart), start simple (only one rule), test, then build complexity incrementally.
- Document your rule logic (which rule applies when), helps avoid conflicts and unintended behavior.
  Article 3 (Shipping method / pickup exceptions)



ORDER MIN/MAX AMOUNT

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

View plugin →

Related articles

- Min/Max Rules Troubleshooting & Best Practices
- Min/Max Rules Not Applied for Specific Shipping Methods, Local Pickup, or Special Order Types
- Set the Product Quantity Field From Your Min/Max Limits
- Order Min/Max Amount: Reset a Settings Section to Defaults
- Order Min/Max Amount: Developer Hooks, Filters and Shortcodes Reference