Sales Bump Popup Not Showing: Troubleshooting

Troubleshooting · https://wpfactory.com/docs/sales-bump-popup-not-showing/

If the WooCommerce Sales Bump: Upsell, Cross-sell & Related Products Popup popup is not showing, first check that the product has linked products of the type the popup uses, then review **WPFactory > Upsell, Cross-sell & Related Products Popup Pro > General**. Most other cases come from AJAX add to cart, caching or theme conflicts, covered below.

The popup never opens for a product

Symptom: The product is added to the cart, but no popup appears.

Cause: The popup only opens when there are products to show. The product has no upsells (product page, with the related fallback off), or no products of the type set in **What to show** (shop pages).

Fix:

1. Edit the product and open **Product data > Linked Products**.
2. Add products in **Upsells** or **Cross-sells**, matching what the popup shows, and click **Update**.
3. Or set **What to show** to **Related products**, and **Show related if upsells are not set** to **Yes**.
4. Check that the linked products are published, visible in the catalog and in stock.

The popup works on product pages but not on the shop page

Symptom: Clicking Add to cart in the shop adds the product with no popup.

Cause: Show popup is No, the product is variable (it shows **Select options**), the products were loaded by infinite scroll, a Load more button or AJAX filters, or the grid is on an ordinary page such as the front page.

Fix:

1. Go to **WPFactory > Upsell, Cross-sell & Related Products Popup Pro > General** and set **Show popup** to **Yes**.
2. Test with a simple product on the main shop page or a product category page.
3. If products load dynamically, test the first page of products before any scrolling or filtering. Sales Bump attaches to the buttons present when the page first loads.
4. If your theme or page builder uses its own product grid, test with the default WooCommerce shop page to confirm.

The shop page popup opens but the product is not added

Symptom: The popup appears, but the cart count does not change.

Cause: Sales Bump stops the normal Add to cart page reload and relies on WooCommerce's AJAX add to cart to add the product. That WooCommerce option has been turned off.

Fix:

1. Go to **WooCommerce > Settings > Products**.
2. Under **Add to cart behaviour**, tick **Enable AJAX add to cart buttons on archives**.
3. Click **Save changes** and test again.

The product page reloads or no popup opens

Symptom: On a product page, Add to cart reloads the page or adds the product without a popup.

Cause: Sales Bump listens to the standard WooCommerce `single_add_to_cart_button` and turns the theme's upsells section (`.up-sells`) or related section (`.related`) into the popup. Themes that replace the button, add their own AJAX add to cart or side cart, or remove those sections break this.

Fix:

1. Switch to the Storefront theme on a staging site and test again.
2. If it works there, check your theme settings for AJAX add to cart on product pages, side carts or hidden upsells and related products, and turn those off.
3. Make sure the product page still shows WooCommerce's upsells and related products sections when Sales Bump is off.

4. Contact support with your theme name if the conflict remains.

The page stays faded after clicking Add to cart

Symptom: The page dims with a loading image and never recovers.

Cause: The popup request to `admin-ajax.php` failed, often because a security or firewall plugin blocks it for visitors, or a JavaScript error stopped the script.

Fix:

1. Open your browser's developer tools and check the Console and Network tabs for errors after clicking Add to cart.
2. Allow `admin-ajax.php` requests for logged-out visitors in your security or firewall plugin.
3. Fix or report any JavaScript error from another plugin or the theme, then test again.

Caching or optimization plugins break the popup

Symptom: The popup works when logged in or with caching off, but not for visitors.

Cause: Optimization settings that delay, defer or combine JavaScript can stop Sales Bump's scripts from attaching to the Add to cart buttons. A cached page also keeps old style settings.

Fix:

1. Exclude Sales Bump's scripts (`archive-page.js` , `single-product-page.js` and `single-show-related.js` in the plugin's `js` folder) and jQuery from Delay JavaScript, defer and combine options.
2. Do not cache `admin-ajax.php` .
3. Clear all caches after changing Sales Bump settings.

The popup does not show on phones

Symptom: The popup works on desktop but not on a phone or tablet.

Cause: Show popup on mobile is set to No. WordPress treats phones and most tablets as mobile.

Fix:

1. Go to **WPFactory > Upsell, Cross-sell & Related Products Popup Pro > General**.
2. Set **Show popup on mobile** to **Yes** and click **Save changes**.

View Your Cart or Checkout links lead to a 404 page

Symptom: The links at the top of the popup open a page that does not exist.

Cause: The links always point to `/cart` and `/checkout` on your site address, not to the pages set in WooCommerce.

Fix:

1. Go to **Pages** and give your cart and checkout pages the slugs `cart` and `checkout`, or
2. Add redirects from `/cart` and `/checkout` to your real cart and checkout pages.

The popup is hidden behind the header

Symptom: The top of the popup is covered by a sticky header.

Cause: The popup layer uses a z-index of 9999; some sticky headers sit higher.

Fix:

1. Go to **WPFactory > Upsell, Cross-sell & Related Products Popup Pro > Style**.
2. Set **Popup margin top** to your header height, for example `100px`, and save.
3. Or raise the layer with CSS: `.woocommerce .up-sells { z-index: 100000; }`.

The upsells section vanished from product pages

This is expected. Sales Bump hides the product page upsells section and shows it only as the popup after Add to cart. See How to Show an Upsell Popup After Add to Cart in WooCommerce for how the product page popup works.



See every feature and the pricing on the WooCommerce Sales Bump: Upsell, Cross-sell & Related Products Popup plugin page.

View plugin →

Need a hand? Our team answers every ticket on the Sales Bump support forum.

Related articles

- How to Customize the Sales Bump Popup Design and Texts
- How to Control Where the Sales Bump Popup Appears
- How to Choose Which Products Appear in the Sales Bump Popup
- Sales Bump Developer Reference: Hooks, Options and CSS Classes
- Sales Bump Settings Reference