Shipping Conditions Ignored at Checkout

Troubleshooting · https://wpfactory.com/docs/shipping-conditions-ignored/

Problem description

If shipping methods in Conditional Shipping for WooCommerce: Restrict Shipping Options by Anything appear at checkout regardless of your conditions, or stay hidden when they should show, the usual cause is configuration. Go to WPFactory > Conditional Shipping, confirm Enable condition is ticked, check that you used Require or Exclude as intended, and review the Logical operator.

Common symptoms:

- Customers see a shipping method they should not.
- A shipping method is missing even though the cart meets the condition.
- The condition looks correct in the settings, but has no effect.

Cause: in most cases this comes from a configuration issue, the condition is not enabled, or Require and Exclude were mixed up, or from a conflict with another plugin or theme that interferes with WooCommerce shipping logic or the checkout JavaScript.

Solution, step by step

1. **Open the settings and review the condition.** Go to **WPFactory > Conditional Shipping** (also reachable at **WooCommerce > Settings > Conditional Shipping**). Open the section for the condition you set. Confirm that **Enable condition** is ticked, and that you entered a value for the correct shipping method. Confirm you used the intended mode: Require shows the method only when the condition matches, Exclude hides it when the condition matches. Using the wrong one inverts the logic.
2. **Check that the condition matches the cart exactly.** For a product condition, verify you selected the right product in the search list. For a tag or category condition, make sure the products in the cart actually carry those tags or categories with no spelling differences.

3. **Review the logical operator if you use more than one condition.** The **Logical operator** option defaults to AND, which means every enabled condition must pass before the method shows. Switch it to OR if you want the method to show when any one condition passes.
4. **Test with a minimal setup.** Temporarily disable non-essential plugins (caching, optimization, custom checkout) and switch to a default theme such as Storefront or Twenty Twenty-Four. Test again. If it works, re-enable plugins and the theme one at a time to find the conflict.
5. **Turn on Debug and read the log.** Enable **Debug** in the General section, then go to checkout and open **WooCommerce > Status > Logs** and read the log with source `conditional-shipping-for-woocommerce`. Note that Debug currently logs only the Cities and Date/Time conditions (Require/Exclude Cities and Require/Exclude Date/Time), so it is most useful when troubleshooting those.
6. **Clear caches and reload the checkout.** Purge any page cache, object cache, and CDN cache, then have the customer re-enter their address so address-based conditions such as Cities re-evaluate.
7. **Retest with a different address or cart.** Some conditions only change behavior when the address or product mix changes, so vary them to confirm the rule responds.

Prerequisites

- Admin access to the WordPress dashboard and the plugin settings.
- The ability to disable checkout caching temporarily.

Additional notes and prevention

- When building complex rules, start with a single condition, confirm it works, then add more one at a time.
- Keep a short record of each shipping rule, which conditions it uses and which method it controls, so future troubleshooting is faster.



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- AND vs OR: Combining Multiple Shipping Conditions
- Exploring Conditional Shipping Conditions