Time-Based Limits Are Not Resetting

Troubleshooting · https://wpfactory.com/docs/time-based-limits-not-resetting/

Daily, monthly or yearly limits do not reset

If time-based limits in Maximum Products per User for WooCommerce do not reset, the Date range is usually still set to Lifetime. Go to WPFactory > Max Products per User > General, set Date range to the window you want, such as This month, check Order statuses, save, and re-run Recalculate sales data in Tools.

Symptoms

- A limit meant to reset each period behaves like a lifetime limit.
- Customers report the limit is still enforced at the start of a new period.

Cause

The **Date range** is still set to Lifetime (or a range that does not reset the way you expect), or order statuses are not configured so counts never clear.

Fix

1. Go to **WPFactory > Max Products per User** (also reachable at **WooCommerce > Settings > Maximum Products per User**) and open the **General** section.
2. Set **Mode** to what you are limiting (quantities, orders, price, and so on).
3. Set **Date range** to the reset window you want, for example "This month", "Last 30 days", "Monthly" or a "Custom range".
4. Under **Order statuses**, include the statuses that should count (for example Completed, Processing) and leave out ones that should not (Cancelled, Refunded).
5. Save, then re-run **Recalculate sales data** in the **Tools** section so stored counts match the new range.

6. If timing is still off, check the store timezone, and see **Advanced > Time offset** and **Current time offset** to fine-tune period boundaries.

> **Note:** the "Monthly" range resets on the customer's origin day (their user register date), not on the first of the month, unless you configure it that way.

See also



MAXIMUM PRODUCTS PER USER FOR WOOCOMMERCE

See every feature and the pricing on the Maximum Products per User for WooCommerce plugin page.

View plugin →

How to set a date range for purchase limits.

Need a hand?

Our team answers every ticket on the Maximum Products per User support forum.

Related articles

- Customers Are Blocked Before Reaching the Purchase Limit
- Customers Can Buy More Than the Purchase Limit
- Set Different Limits per User or per Role
- Product-Specific Limits Apply to the Whole Store

- How to Add a Product Limits Tab to My Account