Shipping Methods Not Displaying Correctly

Troubleshooting · https://wpfactory.com/docs/troubleshooting-shipping-methods/

If shipping methods appear or disappear at cart and checkout in a way you did not expect, the cause is usually caching, a condition removing the rate as designed, or a shipping zone that does not match the customer address. This guide covers each in turn for Conditional Shipping for WooCommerce: Restrict Shipping Options by Anything.

Symptom

A shipping method that should be available is missing, or an outdated set of methods shows at cart or checkout.

Cause

- **Caching or minification** of the cart and checkout pages serving a stale list of rates.
- **A condition removing the rate as designed:** Conditional Shipping filters out any rate that fails its enabled conditions, so a correctly configured rule can be the reason a method is gone.
- **Zone or method mismatch:** the shipping method does not exist in the WooCommerce shipping zone that matches the customer address, so WooCommerce never offers it in the first place.

Fix

1. **Exclude cart and checkout from caching.** In your caching and minification plugin, exclude the cart and checkout pages, then clear the cache and your browser cache and re-test.
2. **Verify the method exists in the matching zone.** In WooCommerce > Settings > Shipping, confirm the shipping method is added to the zone that covers the customer's country, state, and postcode. If the address falls outside every zone, no method shows.
3. **Re-check your conditions.** Open **WPFactory > Conditional Shipping** (also reachable at **WooCommerce > Settings > Conditional Shipping**) and confirm the enabled conditions, their Require or Exclude mode, and the per-method values are what you intend. A method may be hidden because a condition is doing exactly what it was set to do.

4. **Test with a default theme and other plugins disabled.** This rules out a conflict that alters the rate display.
5. **Update the plugin.** Run the latest version of Conditional Shipping so you have current fixes and compatibility improvements.

For a full walkthrough of why a specific condition is or is not firing, see the Conditions Not Working guide.



CONDITIONAL SHIPPING

See every feature and the pricing on the Conditional Shipping plugin page.

View plugin →

Need a hand? Our team answers every ticket on the Conditional Shipping support forum.

Related articles

- Set Shipping Conditions Per Shipping Method Instance
- Show Cart and Checkout Notices for Hidden Shipping Methods
- Exclude Payment Gateways from Shipping Methods
- Membership-Based Shipping Methods in WooCommerce
- Enable Debug Logging for Conditional Shipping