Name Your Price: Troubleshooting Specific Issues

Troubleshooting · https://wpfactory.com/docs/troubleshooting-specific-issues-offer/

This guide covers four Name Your Price issues. If the Make an Offer button does not display, check that the plugin and product are enabled and the button position is visible. If offers fail, check required fields and JavaScript errors. For missing emails, verify your address and spam filters. For submission errors, check server requirements.

"Make an Offer" Button Not Displaying

- Check if the plugin is enabled.
- Verify the feature is enabled for the specific product**(s).**
- Ensure the button position is set to a visible location on the product page.

Customers Unable to Submit Offers

- Confirm all required form fields are enabled and filled in by the customer.
- Check for any JavaScript errors preventing form submission. You can use browser developer tools to inspect any errors.

Not Receiving Email Notifications

- Verify your email address is set correctly in the plugin settings.
- Check if your email provider is blocking emails from the plugin. You might need to adjust spam filters.

Errors During Offer Submission

- Review the error message carefully, it might provide specific clues.
- Ensure your server meets the plugin's minimum requirements (e.g., PHP version).
- If the error persists, consider contacting the plugin developer for further assistance.



NAME YOUR PRICE

See every feature and the pricing on the Name Your Price plugin page.

View plugin →

Related articles

- Name Your Price: General Troubleshooting
- HPOS & WooCommerce Object Storage with Name Your Price
- Email Placeholders Reference for Name Your Price
- Name Your Price: Developer Hooks and Filters Reference
- Getting Started with Name Your Price for WooCommerce