Unexpected Shipping Costs

Troubleshooting · https://wpfactory.com/docs/unexpected-shipping-costs/

If a customer sees a shipping cost you did not expect, it is worth knowing where that number comes from. Conditional Shipping for WooCommerce: Restrict Shipping Options by Anything only shows or hides your existing WooCommerce shipping methods. It does not calculate or change any shipping price, so an unexpected cost is set elsewhere.

Symptom

The shipping cost at cart or checkout is higher or lower than you intended for a given order.

Cause

Conditional Shipping decides *whether* a method appears, not *how much* it charges. The amount always comes from WooCommerce itself:

- The **shipping method and zone settings** in WooCommerce (for example the Flat rate cost, or Free shipping requirements).
- The **product weight and dimensions**, when a method calculates by weight or size.
- The **shipping class rates** configured on the method, when different classes carry different costs.

Fix

1. **Check the method cost in the matching zone.** Go to WooCommerce > Settings > Shipping, open the zone that covers the customer address, and review the cost set on the method (for example the Flat rate amount or any per-class costs).
2. **Verify product weight and dimensions.** If a method calculates by weight or size, confirm the values on the product are accurate, since they feed the calculation.
3. **Review shipping class rates.** If the method sets different costs per shipping class, confirm each product is in the correct class and each class rate is what you intend.

4. **Confirm which method the customer is seeing.** Use **WPFactory > Conditional Shipping** (also reachable at **WooCommerce > Settings > Conditional Shipping**) to check which methods your conditions leave available, so you know exactly which method's price is being shown.

> **Note:** because Conditional Shipping never edits a price, changing a condition will not change a shipping cost. To change the amount, edit the shipping method in WooCommerce.



CONDITIONAL SHIPPING

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