



Common Issues

Category Specific Prices Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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Specific Prices](#)

| Common Issues

A product does not receive the category price

Confirm the product is assigned to the selected Magento category. Then check the customer or group, quantity threshold, website, date range and module status.

If Category Price calculates a candidate but the storefront shows another price, review [Pricesystem price selection](#).

The wrong category record wins

Look for other categories assigned to the product. Several records of the same type can match at the same quantity; because all records carry the same stored priority, the shared [Pricesystem price selection](#) applies the lower resulting price by default.

The group price wins over a customer price

Check **Category Price Select rule**. **Group price first** deliberately prefers the group record. **Customer price first** prefers the customer record. **Select price by priority** only prefers the group record when its stored priority is strictly higher, which admin-created records never are — it resolves to the customer record in practice.

A guest price does not appear

Verify that the record belongs to Magento's NOT LOGGED IN group, and test without a signed-in customer session. Website, dates and quantity still apply.

Downloaded prices are missing

Confirm the download link is enabled and the customer has current records for the active website. Future and expired records are not included as active prices.

Imported records are rejected

Export a fresh template for the correct entity type. Check category, customer or group identifiers, website, quantity, dates and application type. Test customer and group files separately.