



Common Issues

Price Lists Documentation

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

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Common Issues

A customer does not receive the list

Check that the list is active, belongs to the current website and is within its date range. Then verify the direct customer assignment, group assignment or attribute-matching rule.

If automatic assignment is enabled, compare the stored customer and address values with the configured values. Strict comparison also requires matching data types.

A product has the wrong list price

Confirm that the product row exists and that the requested quantity meets its threshold. Then review all other applicable lists, their priorities and **Merge pricelist qtys**.

If the Price List candidate is correct but the storefront uses another price, inspect the shared [Pricesystem selection rule](#).

A lower-priority list still contributes a tier

This is expected when quantity merging is enabled. Disable **Merge pricelist qtys** if only the highest-priority list should supply rows. Lists tied at the highest priority can still combine quantity rows.

A base-list price is missing

Confirm that the base list is active, belongs to the website, contains the product and applies to the customer's assignment or group. Then check the Price System strategy. For fallback behavior, **Pricelist** must come before **Base Pricelist** in the applicable Price Priority Order. Base-list validation should also remain enabled so another list cannot claim the same role on that website.

The Admin product grid is slow

Keep **Auto-load Catalog Products on pricelist edit** disabled. Open the catalog product grid only when you need to add or inspect products.

An import fails

Export a fresh template from the target store. Check list identifiers, SKUs, customer aliases, group IDs, dates and application types. Import a small file first and review Magento's validation report.