



Common Issues

Product-Customer Matrix Prices Documentation

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

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EXTENSION
[Magento 2 Extension Product-Customer
Matrix Prices](#)

Common Issues

A matrix price does not apply

Check the complete match:

1. The matrix website and date range are current.
2. The requested quantity meets the threshold.
3. The product satisfies the configured conditions.
4. The customer has a current direct assignment or the configured attribute value.
5. Any direct assignment dates are current.

If the matrix candidate exists but another storefront price appears, review [Pricesystem price selection](#).

Too many products match

Check the AND/OR relation and each operator. An OR relation needs only one true condition. Verify whether a condition expects an option ID, raw attribute value, SKU or category ID.

A group-style match beats a direct assignment

Check **Priority Resolution Mode**. **Global priority** can allow the higher-priority attribute match to win. Use **Direct assignment first** when a direct assignment should take precedence.

A direct assignment is ignored

Confirm its customer ID and assignment dates, then check the matrix date range and website. A current assignment cannot make an expired matrix valid.

A duplicate matrix is accepted

Enable **Custom Matrix Validation** if the store should reject duplicate customer or attribute combinations and overlapping dates. Existing overlaps still need review.

An import creates unexpected matches

Export a fresh template and compare attribute codes, values, operators and relations. Test one imported matrix against both matching and nonmatching products before importing more.