



Common Issues

Shipping Conditions Documentation

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

LAST UPDATED
2026-09-26

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EXTENSION
[Magento 2 Extension Shipping Conditions](#)

Common Issues

A saved rule does not change checkout

Confirm that the original carrier returned the targeted method. Shipping Conditions changes collected rates; it does not create a missing carrier method.

Then check the rule's active state, date range, store views, customer groups and conditions against the current quote. The carrier and method codes in the target must match the codes returned by Magento, not only the customer-facing labels.

A shipping method disappeared unexpectedly

Review every matching rule in priority order. Look for a **Hide** action, an empty target list that applies broadly, an exclude-only target set or **Stop further rule processing** on an earlier rule. Use one exact carrier and method target while isolating the result.

A rule affects more methods than intended

An empty target list applies to all methods. A target with broad % or _ patterns can also match more codes than its label suggests. Replace it temporarily with an exact carrier and method pair, validate the rule, then widen the pattern only when the exact case works.

A price change is wrong

Check action sort order and all earlier rules that target the same rate. Percentage actions use the rate price at that point in the action chain. A replace action, surcharge and cap can therefore produce different results when reordered.

Magento normalizes localized decimal input when saving. Reopen the rule and confirm the stored amount.

Rename works in Admin but checkout shows the old title

Force the quote to recollect shipping rates by changing or resaving the shipping address, then reload the shipping step. Cached checkout state can retain an older rate result. Also confirm that the checkout theme renders the returned carrier and method titles rather than its own static label.

Disable with message shows no explanation

The action needs a non-empty message. The message is attached to the quote-address rate, but the checkout theme decides how unavailable methods are displayed. Test with the standard checkout or verify the active checkout integration.

Carrier or method options are empty in the rule editor

Select the rule's store views first. The editor loads carrier and method options for that scope. If the selection remains empty, confirm that the carrier is configured for one of those stores, then clean Admin static assets and caches after a module update.

A customer-specific rule does not match

Confirm the signed-in customer ID and website, then check the customer condition separately from the customer-group scope. A changed login state or address can cause Magento to recollect rates with a different quote context.

Two rules override each other

Compare priorities, scopes, conditions and targets. Rules run in priority order, and a matched rule can stop later processing. Give narrow exceptions an earlier priority and broad fallback rules a later one. Run [Validate Shipping Conditions](#) to find collisions and overly broad configuration.

Checkout continues after an internal rule error

This is intentional. The collection plugin logs the failure and lets Magento continue with the original rates instead of blocking checkout. Search the Magento logs for `[MageB2B_ShippingConditions] Unable to apply shipping conditions to rates.`

What to collect for support

Provide the rule ID, store view, customer group, destination, cart contents, original carrier and method codes, expected action and final rate. Include the validator output and relevant log entry without credentials or customer secrets.