There are no shipping methods available You cannot proceed!???

Posted by rustyblade - 2009/04/10 20:36

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I wanted to order a few sets tonight. I get this message. I checked my address information and it is all correct. In fact it is the same address information I have always used to buy DF. Some reason will not let me purchase/choose a shipping method. Below is the message I receive;

"There are no shipping methods available
You cannot proceed! Please contact your administrator.

This may be a problem caused by an invalid mailing address. If this is the case, click on modify profile and fix any address problems in both shipping and billing addresses. Then click on "Checkout" to proceed. "

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There are no shipping methods available You cannot proceed!???

Posted by KenM - 2009/04/10 21:42

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IIRC, the username/ profile on the DF fourm and the one you use to order stuff are not linked. Maybe there is an issue there.

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There are no shipping methods available You cannot proceed!???

Posted by rustyblade - 2009/04/11 18:25

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Not sure what you are saying in layman terms. I have ordered online with the same address, same computer, and same log in for umpteen times. So for some reason I cannot complete an online order. It wants me to choose a shipping method, but since it will not allow me to choose the delivery option. It used to just auto pick/calculate the shipping. Now it says 0.00 shipping, which if worked
I wouldn't complain =) but it just says there are no shipping methods available.

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There are no shipping methods available You cannot proceed!???

Posted by Stefan - 2009/04/11 20:11

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Rustyblade,

Not sure what's going on there...Jeff and his tech brother will be able to help you on Monday if you can wait that long...I'm in NYC so not any help from here...sorry!

Happy Easter in the meanwhile...

Once again, sorry!

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There are no shipping methods available You cannot proceed!???

Posted by rustyblade - 2009/04/11 20:35

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No problem. Hopefully Jeff can figure it out on Monday. It says it has to be resolved by the site admin.

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There are no shipping methods available You cannot proceed!???

Posted by FritsK - 2009/04/12 05:30

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It could be that your order is too large. I had the same problem when ordering a huge pile. Splitting into separate orders may help.

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There are no shipping methods available You cannot proceed!???

Posted by Harneloot - 2009/04/12 15:27

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I hope that's what it is (order is too large)

'cause that's a pretty sweet problem to have!

:D

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There are no shipping methods available You cannot proceed!???

Posted by admin - 2009/04/13 08:57

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Email sent...and it probably is too much weight for one box.

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There are no shipping methods available You cannot proceed!???

Posted by patrakis - 2010/02/18 19:32

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I recently had the same problem, Jeff.

I'd appreciate an explanation also.

Thanks

Pat

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There are no shipping methods available You cannot proceed!???

Posted by admin - 2010/02/18 23:30

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Much depends on your home country, but each country has a specific limit on how much a box can weigh. Unfortunately, our simple shopping cart software does not automatically split an "over the limit" order into two boxes. Instead, it just collapses.

Please try to remove a few items until you see the error disappear. Or...if you can wait until March our new shopping cart software SHOULD be able to handle multiple box orders automatically.

Sorry for the trouble!

Jeff

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There are no shipping methods available You cannot proceed!???

Posted by patrakis - 2010/02/19 11:43

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Hi there,

It's no problem. I sent you an email anyway to see if we can come to some agreement over a large order. I'm still waiting on the response:)

Tanks

Pat

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