AXIOPRAX FIXES · D8 · CHECKOUT & ORDERS

Bad address hold checklist

Catch wrong or incomplete shipping addresses before an order ships.

- ☐ **Turn on Validate shipping address**
  Settings > Checkout > Advanced preferences > Address collection
- ☐ **Confirm Use address autocompletion is checked**
  Settings > Checkout > Configurations > Edit > Settings sidebar
- ☐ **Remove any duplicate address validation app**
  Apps. Use one validator, not two
- ☐ **Create a Flow workflow on Order created**
  Shopify Flow app > Create workflow
- ☐ **Condition: address result is WARNING or ERROR, OR Zip is empty**
  Flow condition on the order's shipping address
- ☐ **Actions: Add order tags (address-check), then Hold fulfillment order**
  Flow true path. Set Reason to INCORRECT_ADDRESS, add a note, tick Notify Merchant
- ☐ **Test with one good and one bad address**
  Only the bad one should be tagged and On hold

When an order is held

- Email the customer and ask them to confirm the full address.
- Orders > open order > Edit shipping address. Use suggestion, Mark as valid, or type the fix and Save.
- Click Release hold in the On hold section.
- Remove the address-check tag so the queue stays clean.

Sources: Shopify Help Center pages listed on the fix page (checked Nov 2026). Full fix: axioprax.com/fixes/stop-orders-wrong-address-shopify