

A compilation of common errors on Shopee and how to fix them.

Sometimes, shopping on Shopee can encounter errors such as failed payments or login failures. So how do you fix these problems?

Nowadays, shopping on e-commerce sites like Shopee is extremely popular. However, sometimes the shopping process on Shopee can be interrupted by certain errors such as failed payments, failed logins, etc. So how do you identify these errors and fix them? Let's find out with TipsMake.com.

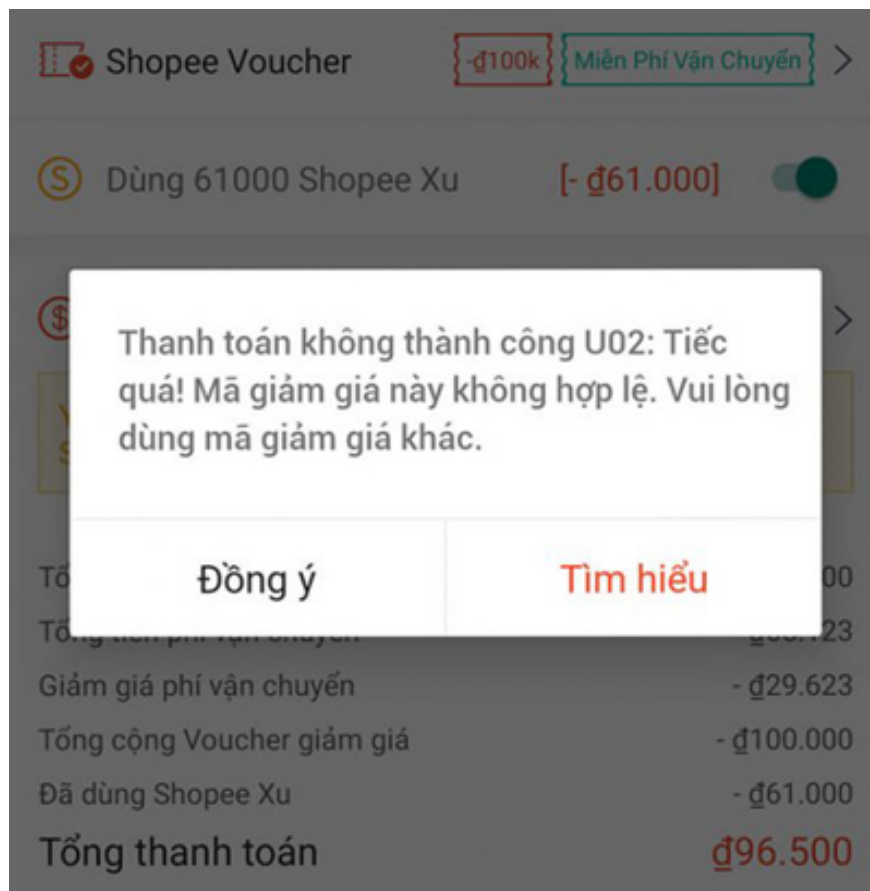
There are many different errors you might encounter while shopping on Shopee.

Payment failed error U02

How to identify the U02 error

During checkout, you received the message: **Payment failed U02L Unfortunately, this discount code is invalid. Please use a different discount code.**

This means you have encountered error U02.



How to fix error U02

There are many different reasons why you might encounter this error, and therefore many ways to fix it. Specifically:

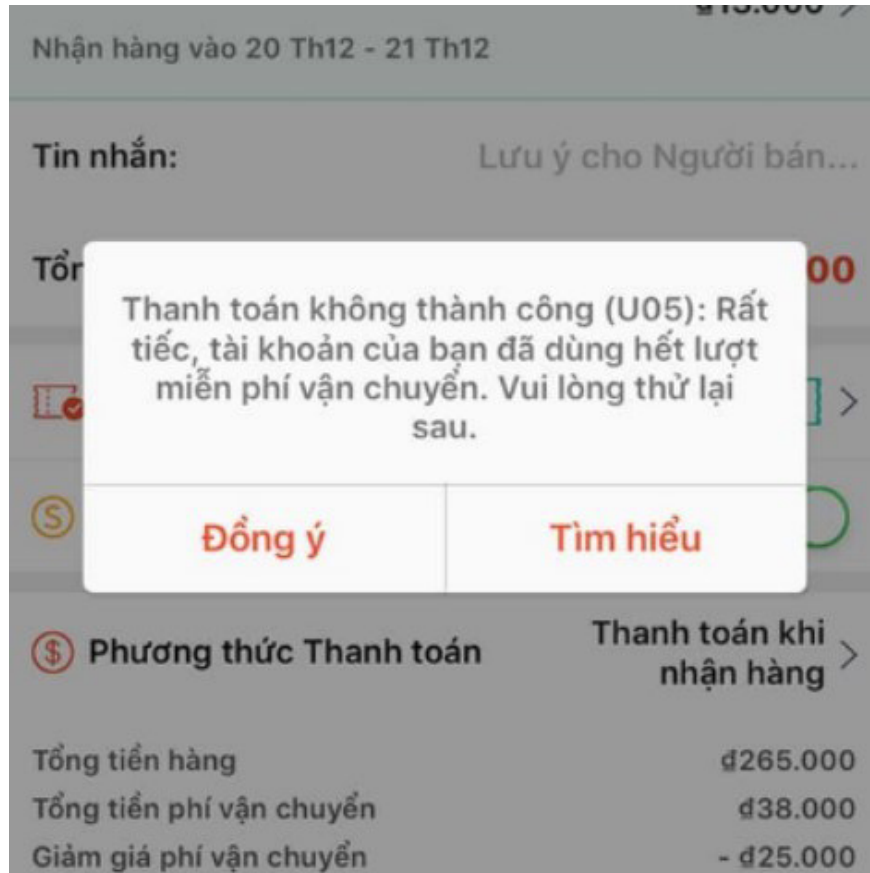
1. **Account violating Shopee policy:** If you are using two Shopee accounts on the same device and have already used a Shopee promotional code, you may encounter error U02. In this case, the best solution is to switch to using a different promotional code.
2. **The code has expired:** Some promotional codes on Shopee have time limits and limited usage. So if you're slow, you're likely to encounter this error. Therefore, the only way to fix it is to wait until the next sale period and be a little quicker to apply the discount code.
3. **Payment error via Shopee Pay e-wallet connection:** This may occur when Shopee's system is lagging or experiencing technical problems. You can try paying again a few times by completely exiting the app and then attempting to pay again.

Payment failed errors U05 and D07

How to identify error codes U05 and D07

1. **Error U05:** Payment failed (U05): We're sorry, your account has used up all its free shipping allowance. Please try again later.

2. **Error D07:** Payment failed (D07): We're sorry, your account has used up all its free shipping allowance. Please try again later.



How to fix U05 and D07 errors

Collect more free shipping codes.

This error may occur if you have exceeded the number of free shipping codes allowed by Shopee. Therefore, you can fix this by waiting until the next free shipping code slots to collect more codes and apply them again later.



Additionally, if it's the end of the month, you can wait until the next month to make your purchase if you're not in a hurry. Shopee automatically provides a new batch of free shipping codes at the beginning of each month.

Check your account again.

If you remember that you didn't buy much but still used up your free shipping code, you can contact Shopee to check if anyone is using your account without permission.

You should also note that you shouldn't use your Shopee account on too many devices; you should only use it on your own device.

If you use more than one Shopee account on one device, this can also cause you to encounter this problem because it violates Shopee's buyer policy, and there is no way to fix this error.

Payment failed error F01

How to identify error F01

During the payment process, you receive the message: **Payment failed F01: You were unable to pay due to unusual activity in your account. Please refer to and comply with Shopee's Terms and Conditions.**

This means you've encountered error F01, preventing you from successfully completing your Shopee order. This error usually occurs if you violate Shopee's policies, such as using multiple accounts to abuse discount codes, or purchasing items using one account on multiple devices.



How to fix error F01

If you have violated Shopee's policies, you need to contact Shopee and follow the instructions from the e-commerce platform to resolve the issue. If you are certain you have not violated any policies, you should contact Shopee's customer support hotline at 19001221 to find out the exact reason and recover your account.

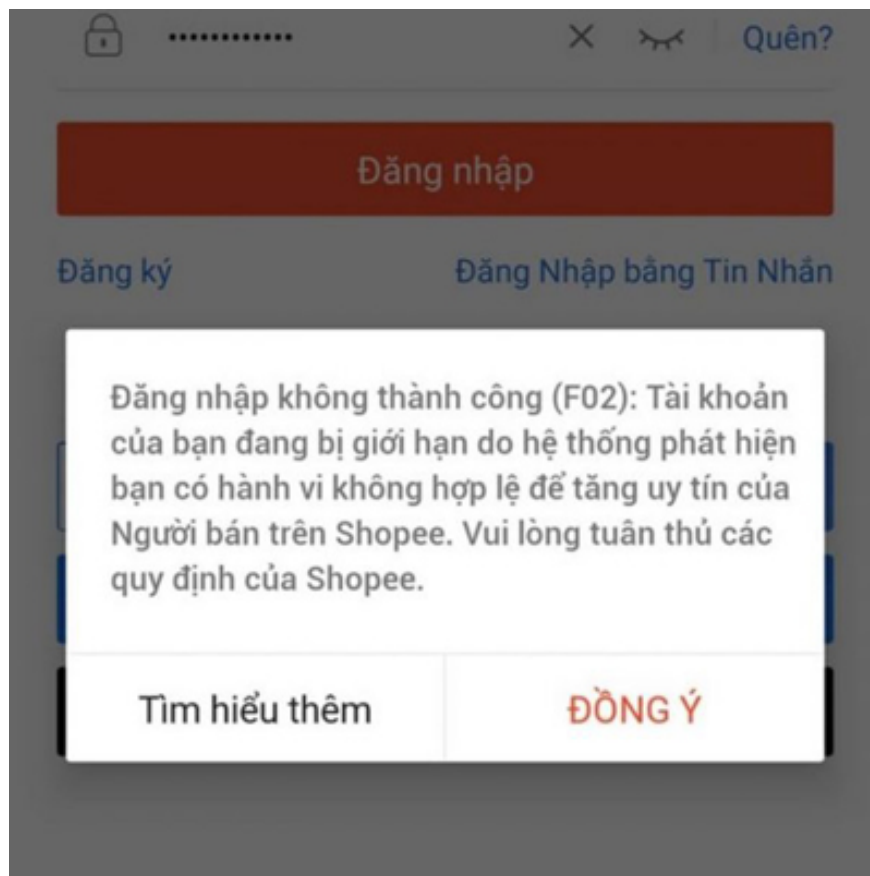
Payment failed error F02

How to identify the F02 error

Login failed (F02): You were unable to log in because your account showed unusual activity. Please comply with Shopee's terms and conditions. This is the message you receive when you encounter error F02.

This error indicates that you have violated Shopee's policies, such as abusing gift orders, free shipping codes, or illegally increasing shop ratings. Specifically:

1. Buyer accounts using a 0? code, 0? gift order (commonly seen with new accounts)
2. The account has been reported for placing fake orders.
3. Fake order accounts may have the same IP address as the seller, browser cookies, or IMEI (phone, laptop, etc.).
4. Exchange messages with the shop to arrange a purchase, using links to their website or Facebook page.
5. There were some rude comments directed at the shop.
6. Other violations of community standards as defined by Shopee's policy.



How to fix error F02

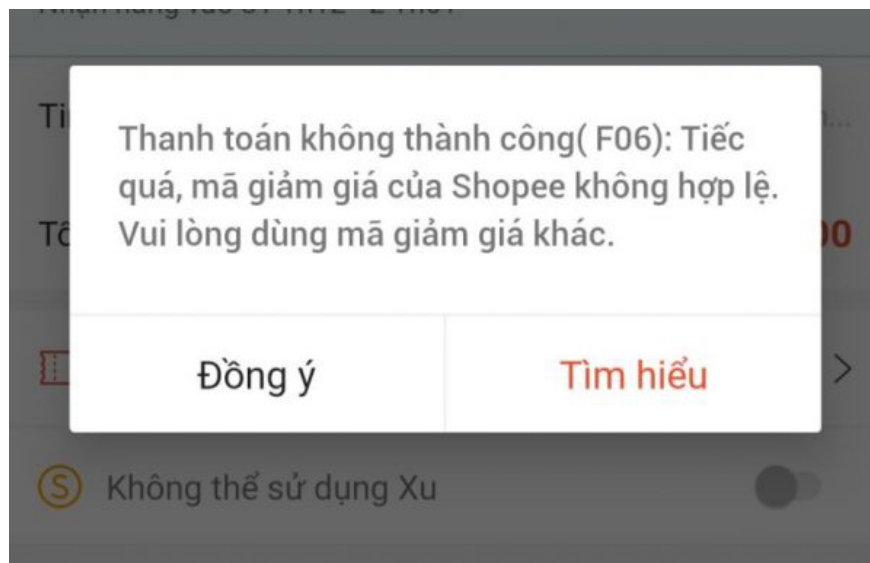
When you encounter error F02, it means you can no longer use this Shopee account. Shopee flags this as an F02 error based on the highest level of verification of violations, therefore there is no way to recover your account. You can only create a new account to continue using Shopee, and remember not to violate the rules again.

However, in a few cases, Shopee may suspect and scan the wrong account; you can try contacting Shopee's customer service.

Payment failed error F06

How to identify error code F06

Payment failed (F06). Unfortunately, your Shopee discount code is invalid. Please use a different discount code that will appear when you encounter error F06. This situation may be due to incorrect code entry, the Shopee discount code limit being reached, or the code's usage conditions not being met.



How to fix error F06

You can try applying a different discount code instead of the one you are currently using; this will help you avoid the F06 error.

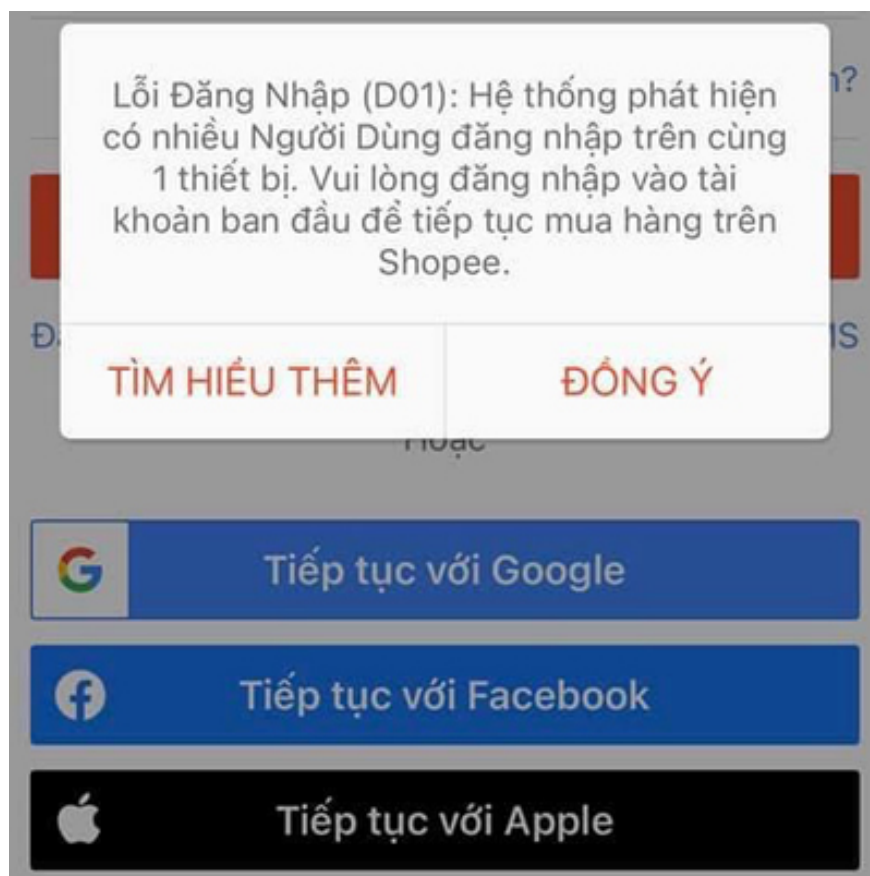
Login failed error D01

How to identify error D01

During the process of logging into your Shopee account, you receive error message D01: **Login failed (D01): The system detects that you have logged into multiple accounts using this device. Please log in using one of the previously created accounts to use Shopee services.**

How to fix error D01

Receiving error message D01 also means your Shopee account will be temporarily locked, usually for 10 days. You can wait until the lockout period is over and then log in again.



Another method is to log in to the device using the first account you used on it. Note that you should also avoid using multiple accounts on one device or sharing the device with others to prevent this error.

Other problems you might encounter when shopping on Shopee.

1. How to quickly find Shopee product discount codes
2. How to recover your Shopee password
3. How to place an order on Shopee using your phone.

Besides the common errors mentioned above, you may also encounter other errors. Below are the causes and how to resolve them.

Errors encountered when buying on Shopee.	How to fix it
No shipping options are available for this product.	You need to change the delivery address or buy a similar product from a different shop.
Shipping services in your/the seller's area are restricted/under lockdown...	Due to the impact of the Covid-19 pandemic, your area or the seller's area may be within a delivery restriction zone. You can try placing your order again after receiving notification from Shopee.

The payment method is unsuitable.	<p>Shopee supports 5 payment methods.</p> <p>Note: For international products, buyers only have 3 payment options: Cash on delivery, credit/debit card payment, and Shopee Pay payment.</p> <p>You need to choose a different payment method that suits your needs.</p>
The account has not verified its phone number.	Please verify your phone number before making another purchase.
System error/network error.	Reopen the Shopee app or reconnect to your internet connection for a better connection.
Pay for more than 20 different product categories per purchase.	Buyers can purchase more than 20 products, but are limited to a maximum of 20 product variations.
The product is out of stock.	You can choose similar products from other shops or contact the shop via chat to find out when new stock will be available.
The product does not yet have a shipping option set up.	You can contact the shop to find a suitable shipping method.
The product's weight exceeds the permitted weight for shipping.	Contact the shop to find a suitable shipping company.
The product exceeds the maximum quantity allowed for purchase.	Reduce the number of products you want to buy to the allowed amount.
Your credit/debit/ATM/Shopee account/ShopeePay wallet balance is insufficient to pay for the order.	Choose a different payment method or add funds to your account to continue shopping.
Your account is locked/restricted.	You should create a new account to continue using Shopee.
Error (A02): Your account has been restricted from buying and selling due to a violation of Shopee's policy.	You can contact Shopee to find out the reason for the limitations and the specific way to resolve them.

Hopefully, through this article "**Compilation of Common Errors on Shopee and How to Fix Them**" from [TipsMake.com](https://www.tipsmake.com), you can resolve the errors you are experiencing and have a better shopping experience on the Shopee e-commerce platform.

You finished reading the article "**A compilation of common errors on Shopee and how to fix them.**" edited by the [TipsMake](https://www.tipsmake.com) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.

