CHECKLIST

Shopify JavaScript Error Triage Checklist

For store owners staring at a red number in Clarity. Work top to bottom.

START HERE

Read the **Click errors** view before the headline number. One store showed errors in **93.9%** of sessions and fixed the buying-path ones first.

1. Read the right number (4)

- [ ] Open the JavaScript error widget in Clarity
- [ ] **Read the top 3 messages, sorted by frequency**
  The headline percentage counts sessions, not broken purchases.
- [ ] **Flip the Click errors toggle and note what's left**
  These fire right after a tap, where a dead button lives.
- [ ] **Watch 3 recordings for the top error**
  Note what the shopper was trying to do when it fired.

2. Sort each error (4)

- [ ] No error fires in the product form, cart or checkout
  STOP IF NO
- [ ] **Error slows the page or breaks search: send it to the app**
  Often a setting, like Klarna set to EUR on a USD shop.
- [ ] **Script error. with no file: watch recordings before paying**
  Cross-origin app scripts hide their details from the browser.
- [ ] ResizeObserver loop message: ignore unless layout jumps

3. Find the source (6)

- [ ] Reproduce it with the DevTools Console open
- [ ] Read the file name on the right of the red line
- [ ] File under /cdn/shop/t/ means your theme
- [ ] File on an app domain or under /extensions/ means an app
- [ ] **Block the file in the Network panel and reload to confirm**
  Error gone and page still works: you found it.
- [ ] Check for leftover code from apps you uninstalled

4. Fix and verify (4)

- [ ] Work on a duplicate theme, never the live one
- [ ] Send app errors to the developer with the page URL
- [ ] **Phone test: every variant, add to cart, cart, checkout**
  Then repeat on desktop with the Console open.
- [ ] Recheck Click errors a week later

Ticked: ___ / 18 Any STOP item unticked: fix it before anything else.

Want every error traced to its file? Book the audit. kaspianfuad.com/services

Kaspian Fuad, Shopify developer and CRO consultant

WD Electronics: errored sessions 93.9% to 5.5% in Clarity across three sprints.

kaspianfuad.com/blog/shopify-javascript-errors | v1.0 | 2026-10-30
Sources: Microsoft Clarity blog, Oct 2022; MDN Web Docs; Chrome DevTools docs