

# Troubleshooting Bounced Emails

This chapter provides an overview of the common reasons why emails can bounce back to the sender, as well as the steps you can take to troubleshoot and resolve these issues. Whether you are sending emails to individuals or to a large list of recipients, it can be frustrating to receive a message indicating that your email was not delivered. However, there are many factors that can contribute to delivery failure, including technical issues, spam filters, and incorrect email addresses. This chapter will help you identify the underlying cause of the bounced email and provide practical solutions to help you improve your email deliverability and avoid common pitfalls.

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# Troubleshooting Email Rejection: Common Reasons and Solutions \*

We are sorry to hear that your email was rejected, but don't worry, we are here to help you get it delivered successfully. If you've received a bounce email, this article assumes that you can send emails to other recipients and have encountered an issue with this particular email.

When an email is returned like this, it's usually due to a problem with the recipient's email server or an issue with the email address. The subject line of the returned message should indicate that it's a bounce, and the body of the message should provide more information about what caused the bounce. By reviewing this information, we can identify the issue and work to resolve it as best we can.

If the error code and phrase are present, try to search for them on our BookStack as we might already have a dedicated page for that error specifically. Otherwise, keep reading to learn about the most common reasons.

## Common Reasons for Email Rejection by Recipient's Email Provider

It's important to understand why an email can be rejected by the recipient's email provider. The most common reasons why this might happen include:

- The email address is incorrect or doesn't exist: If you accidentally mistype the recipient's email address, the email won't be delivered. Similarly, if the recipient's email address no longer exists, the email will be rejected.
- The recipient's mailbox is full: If the recipient's email inbox is full, they won't be able to receive any more messages. In this case, the email will be rejected.
- The email contains spam or a virus: Email providers have spam filters and anti-virus software that detect and reject suspicious or potentially harmful emails. If your email contains spam or a virus, it will be rejected.
- The recipient's email provider has blocked your email address: If the recipient's email provider has blocked your email address, your email will be rejected. This can happen if your email address has been flagged as spam or if the recipient has marked your emails as spam in the past.

## Solutions for Troubleshooting Rejected Emails by Recipient's Email Provider

The first step is to double-check that you've entered the correct email address for the recipient. You can also try resending the email, in case there was a temporary issue with the recipient's email server. If the problem persists, reach out to the recipient through a different method, such as phone or other messaging apps, to confirm their email address and check if they're having any issues with their email provider.

If you suspect that your email is being marked as spam or contains a virus, you could try modifying the content of the email and removing any links or attachments. You could also try sending the email from a different email address of a different service provider, to see if it works. If it doesn't work, the problem most likely lies with the recipient's email address instead of the sender.

## Conclusion

Receiving an error message that your email was rejected by the recipient's email provider can be frustrating, but there are several ways to resolve the issue. By checking the email address, adjusting the email content, and communicating with the recipient, you can often fix the problem and send your message successfully. If you need further assistance, don't hesitate to contact our support team who are always available to help.

# Your message wasn't delivered because the recipient's email provider rejected it \*

Sending an email is usually a quick and efficient way to communicate, but sometimes it can be a bit more complicated than we'd like. One common issue that email users face is receiving an error message that says, "*Your message wasn't delivered because the recipient's email provider rejected it.*"

This error message is usually found in the subject of an email, which is vague and not very informative. Typically, there is an error code associated with a small phrase within the body of the email, specifying the reason for the error.

If you find the error code and phrase, we recommend that you search for them on our BookStack. We might already have a dedicated page for that specific error that can provide you with more detailed information. However, if you don't find what you're looking for, [please read more about the common reasons for email rejection on this page](#).

We hope this points you in the right direction to understand why your email might have been rejected, but if you need further assistance, please don't hesitate to contact our support team. We are always here to help.

# Mail delivery failed: returning message to sender \*

Sending an email is usually quick and efficient, but sometimes it can be more complicated than we expect. If you're here, you're probably facing the frustrating issue of receiving an error message that says, "Mail delivery failed: returning message to sender." Don't worry, we're here to help you understand what's going on!

First of all, the error message you see in the subject of your email is not very informative. To get to the root of the problem, you need to find the associated error code and phrase within the email body. Once you locate them, we suggest you search for them on our BookStack. We may already have a page dedicated to that specific error that can provide you with detailed information. However, if you can't find what you need, please take a look at our page on common reasons for email rejection.

If you find the error code and phrase, we recommend that you search for them on our BookStack. We might already have a dedicated page for that specific error that can provide you with more detailed information.

However, if you don't find what you're looking for, [please read more about the common reasons for email rejection on this page](#).

We hope this information helps you get back on track with your email communications, but if you need further assistance, please don't hesitate to contact our support team. We are always here to help.