

# 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.

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