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Reading the verification API's answers: valid false, 409, 422 and 429

WhatsApp & APIs

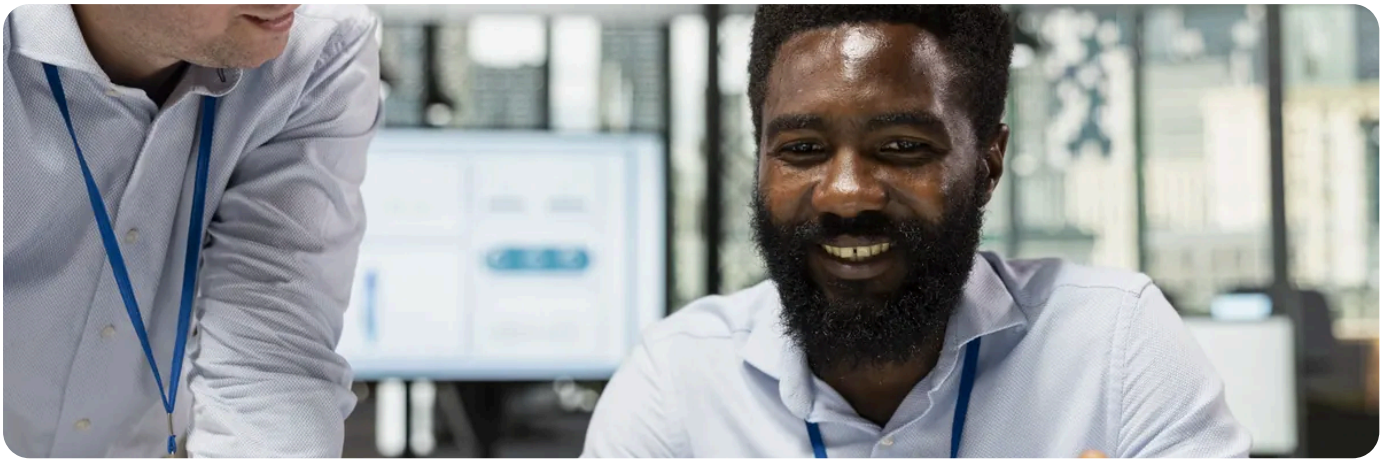
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RLX-INT-KB-8076	v2026.11.13	International · English

MozOut International
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https://www.my.mozout.com/knowledgebase/8076

Reading the verification API's answers: valid false, 409, 422 and 429

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The short answer: in the verification API, a wrong code **is not an error**: the check answers `200` with `valid: false`. HTTP errors mean something else: the key (`401` , `403`), the code's status (`409`), the data (`422`) or a limit (`429`). Always decide on `error.code` and `details` , never on the message text, which changes with the language.

The answers, one by one

Answer	Means	What to do
`201`	Code created and sent (or simulated, in the Sandbox)	Keep the `id`
`200` **with** `valid: true`	Right code	Carry on
`200` **with** `valid: false`	Wrong, expired, failed or replaced code	Read `status` and `attempts_left`
`401`	Key missing, invalid, revoked or expired	Check the key or create another
`403`	The key lacks the permission (`insufficient_scope`), the IP is not on its list (`ip_not_allowed`) or SMS is not active (`sms_reseller_required`)	Fix the key or activate SMS in My MozOut
`404`	The `id` does not exist or is not your account's	Check the `id` you stored
`409`	The operation cannot be done in the current state; the reason is in `details.reason`	For example, resending a code that was already verified: request a new one

Answer	Means	What to do
`422`	Invalid data (`validation_failed`), with the field and reason in `details`	For example, `invalid_number` : ask the customer to check the number
`429`	Too many requests: the API limit, or the code rules you set on the account	Wait the seconds in `Retry-After`
`500` , `502` , `503`	A fault on our side, or the API is switched off	Try later; keep the `correlation_id`

What an error looks like

Every error has the same shape: `error.code` (stable, in English, for your program), `error.message` (for people, in the `Accept-Language` language), `error.correlation_id` (the same as the `X-Correlation-ID` header) and `error.details` .

Retry or not

1. **Worth retrying, after a wait:** `429` , `500` , `502` and `503` . If the `429` comes back, wait longer each time.

2. **Not worth retrying without changing something:** all the others.

3. **When sending, retry with the same `Idempotency-Key` .** The same key with the same body returns the stored response and sends no second SMS; with another body, or while the first request is still running, you get `409` (`idempotency_conflict`). The key stays reserved for 24 hours.

4. **When checking, look at the status before retrying** with `GET /v1/sms/otp/{id}` : every check with a wrong code uses an attempt.

Do not show the customer the technical error text.
Turn it into a plain sentence: “That number does not look valid”, “Too many codes requested, please try again shortly”. The general API error codes are also in **SMS API errors and message statuses**.

To ask for help
, include the `correlation_id` , the time and the operation. Never send the key: support does not need it.

RECOMMENDED

Want the full reference for each verification operation? See the API page.

See the API page →

SEE ALSO

- Verification code statuses: pending, verified, expired, failed and cancelled
- Limits against abuse: codes per number per hour and the wait between resends
- Adding SMS verification to your site: PHP, Node.js and Python examples
- The code entry screen: the field, a countdown, attempts left and clear messages
- SMS API errors and message statuses: what each one means and what to do
- Synchronous or asynchronous: why a payment or SMS confirmation arrives later

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