Need help with Customer Service?

Got a question? No problem. Open a support case by clicking the button below. **We're here to help!**

Seller Help

Setting up Customer Service Information

This guide shows how to set up your Customer Service Information including how customers can contact you with questions, order inquiries, etc. Keep this information updated to maintain customer trust and keep your account in good standing with our Seller Agreement.

TIP

Heads up! We'll periodically call and email your business to make sure your Customer Service info is correct, and nothing is missing.

> ⚙ Settings
>
> **General Settings** ?
>
> **Partner Profile**
> Company Info
> Customer Service
> Shipping
> Returns
> Privacy Policy
> Taxes
>
> **Administrator Options**
> User Management
> Notification Settings
>
> **Financial Settings**
> Payment Info
> Form W-9

1 **Add your Customer Service Information**

1. **Click "Settings" then click "Customer Service."**

2. **Add the appropriate info to the following fields:**

- **Customer Service Email**
  How you'll communicate with customers on Walmart.com.
  We use encryption to mask both email addresses.

- **Customer Service Phone Number**
  How customers will contact your customer service support team.

- **Customer Service Escalation Email**
  How Walmart reaches you if an escalation occurs. We hide this email from customers.

- **Customer Service Policy**
  This is where you'll place your full customer service policy. We recommend adding your hours of operation (days, hours, closed holidays, etc.) This is shown on Walmart.com. Don't include any URLs or links, including social media. Max 4,000 characters.

3. **Click "Save" to finish or update your changes. That's it!**