This guide helps you configure your Returns settings, including methods, rules, and other return settings. Before adding or updating, please review our Marketplace Returns Policy.

By default, return settings will apply to your entire inventory. For items like hazmat or freight, you’ll create item-level overrides using the Return Rules Spec via Bulk Return Rules Updates.

**Marketplace Returns Policy Changes - Effective July 31, 2019**

Marketplace returns are now easier than ever before!

Customers are no longer charged restocking fees, and will not be charged return shipping fees if they change their mind.

Plus, customers can receive faster refunds. Refund timing is based on item price, payment method, and fraud history. This policy rewards customers with excellent purchase history!

It’s also easier for Sellers! You’ll no longer need to setup restocking or return shipping fees. Any previous fee settings will not apply for returns initiated after 7/31/19.

If you have questions or need to file a dispute, please open a case with Partner Support.

See All Returns Policy Changes

Instructions begin on the next page.
Step-by-Step Instructions

1. Access your Returns information
   From Seller Center, click “Settings” and then click “Returns.”

2. Configure Refund Processing
   Choose the option shown below. This means you must manually process every refund. If you don’t issue the refund within 48 hours, it’ll auto-process for the amount communicated to the customer. Be prompt with the return! Frequent defaults may impact your seller rating.

   ![Refunds option]

   I will manually issue all refunds within 48 hours of receiving returned items.

   Right now, there’s only one option for handling refunds, but our team is developing more options.

   For more detailed instructions on refunds, see: Issue Refunds From Seller Center.

Keep going!
Label printing is up next.
**Step-by-Step Instructions**

### Select your Label Printing Settings

1. **The Default setting for printing labels is Returns Shipping Service (RSS) unless you add and use your own carrier account (see option below).** Walmart generates the labels and provides them to customers. Labels include the PO# and RMA# for your tracking purposes. Using the default service gives you discounted rates! **Click “View Rate Card” to see your rates.** You must accept the terms of service to activate this service.

2. **OPTIONAL: Use Your Own Carrier Account:** If you choose to use your own carrier, you will be prompted to provide your carrier account details. We currently only support FedEx and UPS. If you don’t have your carrier API credentials, refer to the instruction provided in **Retrieve Credentials for Your Return Shipping Carrier Account.**

   **FedEx accounts take up to 72 hours to be verified.** If you do not see the FedEx account after 72 hours, remove it and try again.

   **UPS accounts are verified instantly.** Wait for a few minutes and hit refresh. If you do not see your account, that means one of your credentials is invalid. Remove it and try again.

   **VERY IMPORTANT!**
   If you make any change to your carrier account (ex: UPS account password change), you must remove your carrier account and re-enter your information. If you do not do this, customers will receive a validation error when printing labels.
Step-by-Step Instructions

4 Providing a Return Center(s)

You must provide at least one return center to activate your account. If you have more than one return center configured, it’ll auto-select the one closest to the customer. Please note, we don’t allow Sellers to use a PO box for returns. If you want a specific return center for certain items, do this by creating item-level overrides via Bulk Return Rules Updates.

5 Setting Return Rules

Return Rules let you define your return window and other details. These can be applied to all catalog items or customized by department. Click the button to see our full returns policy.

Marketplace Returns Policy

- Marketplace Returns Policy Changes - Effective July 31, 2019
  You’ll no longer need to configure Restocking Fees, Return Shipping Fees or any other charges for Marketplace Returns. Please open a case with Partner Support if you have any questions or need to file a dispute.
- For freight and hazmat items: create return rules through Bulk Return Rules Updates.
- For customizing return rules for individual items (instead of just by department), create item-level overrides via Bulk Return Rules Updates.
Step-by-Step Instructions

Creating “Keep it” Rules

It may be more cost-effective to let customers both keep the item and get a refund. “Keep It” rules let you set price limits for items you want customers to keep. These rules apply to every item within the chosen department on Walmart.com below the specified price limit. When customers want to return one of these items, we tell them to keep it and issue a refund without creating a return label.

**Setting your Return Policy**

Your Return Policy added here is visible to customers on the product detail page on Walmart.com. Please add any additional information or rules here (e.g., clothing returned with tags or video games returned unopened).

To update your Return Policy, enter plain text in the Additional Information field (max 300 characters). Please do not include any URLs or links to other websites.

That’s it!
Your account is ready for returns.