



Need help with Returns Configuration?

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

[Seller Help](#)

Setting up your Returns Configuration

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](#)

Easier Returns,
Happier Customers,
Loyal Fans

Updated processes and policies
streamline returns for a consistently
positive customer experience



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.

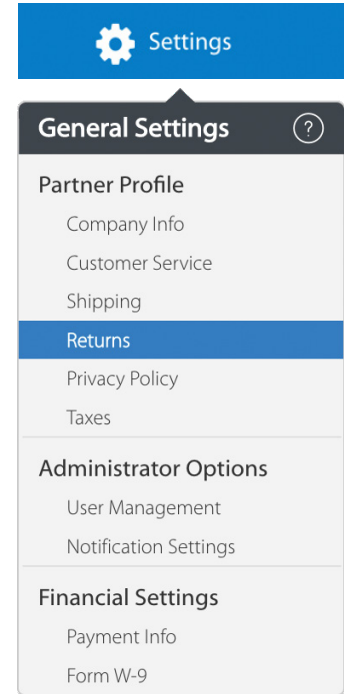
Refunds

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

3 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.

<p>Label Printing</p> <p>Configure label printing through Walmart's carrier service or use your own.</p>	<p>Default Walmart Label Printing</p> <p>The Returns Shipping Service (RSS) is the default to print labels at competitive rates. (View Rate Card). RSS applies automatically to any item that is returned to a Walmart store. Walmart will also print labels in the event your own carrier cannot.</p> <p><input checked="" type="checkbox"/> I accept the Terms of Service for Label Printing</p> <p>Use Your Own Carrier Account</p> <p>To use your own carrier for label printing, please enter valid carrier information to override the default service.</p> <p style="text-align: right;">Add Carrier Account</p>
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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.

Default Walmart Label Printing

The Returns Shipping Service (RSS) is the default to print labels at competitive rates. ([View Rate Card](#)). RSS applies automatically to any item that is returned to a Walmart store. Walmart will also print labels in the event your own carrier cannot.

I accept the [Terms of Service for Label Printing](#)

Use Your Own Carrier Account

Account - FedEx [Remove](#)

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](#).

Return Centers

Return Centers are selected based on customer location. You may specify where items are returned by updating item-level rule overrides via the Bulk Return Rules Updates.

[Add Return Center](#)

Alias	Street Address	City, State, Zip	Actions
RC1 - 127286	600 West California Ave	Sunnyvale, CA 94086	⋮

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](#).

Current Rules View	After July 31, 2019																														
<p>Return Rules</p> <p>Configure the return window, restocking fee and shipping fee</p> <p style="text-align: center;">Add Department Rule</p> <p>Rules by department <small>Customers will pay applicable restocking and shipping fees only when the return code "no longer wanted" is selected.</small></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Department</th> <th>Return Window</th> <th>Restocking Fee</th> <th>Return shipping fee</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>30 Day</td> <td>0 %</td> <td>\$ 0.00</td> <td style="text-align: center;">⋮</td> </tr> <tr> <td>Art & Craft</td> <td>35 Day</td> <td>15 %</td> <td>\$ 10.00</td> <td style="text-align: center;">⋮</td> </tr> </tbody> </table> <p>Edit Department Rule</p> <p>Department: <input type="text" value="All"/></p> <p>Return Window: <input type="text" value="30"/> Days</p> <p>Restocking Fee: <input type="text" value="0"/> %</p> <p>Return shipping fee: <input type="text" value="\$0"/></p>	Department	Return Window	Restocking Fee	Return shipping fee	Actions	All	30 Day	0 %	\$ 0.00	⋮	Art & Craft	35 Day	15 %	\$ 10.00	⋮	<p>Return Rules</p> <p>Configure the return window</p> <p style="text-align: center;">Add Department Rule</p> <p>Rules by department</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Department</th> <th>Return Window</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>All</td> <td>52 Day</td> <td style="text-align: center;">⋮</td> </tr> <tr> <td>Animal</td> <td>50 Day</td> <td style="text-align: center;">⋮</td> </tr> <tr> <td>Animal Accessories</td> <td>32 Day</td> <td style="text-align: center;">⋮</td> </tr> <tr> <td>Animal Health & Grooming</td> <td>32 Day</td> <td style="text-align: center;">⋮</td> </tr> </tbody> </table> <p>Edit Department Rule</p> <p>Department: <input type="text" value="All"/></p> <p>Return Window: <input type="text" value="52"/> Days</p>	Department	Return Window	Actions	All	52 Day	⋮	Animal	50 Day	⋮	Animal Accessories	32 Day	⋮	Animal Health & Grooming	32 Day	⋮
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Step-by-Step Instructions

6 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 of one of these items, we tell them to keep it and issue a refund without creating a return label.

"Keep It" Rules		
Department	Item price limit	Actions
Animal Other	\$5.00 or less	⋮
Alcoholic Beverages	\$3.00 or less	⋮
Footwear	\$7.00 or less	⋮
All	\$10.00 or less	⋮
Baby Toys	\$7.00 or less	⋮

Define rules that let customers receive refunds without having to return their items.

[Add Keep It Rule](#)

7 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.

Return Policy Display Settings

Your policy information is visible to customers viewing items on Walmart.com

[View Example](#)

Policy information displayed on Walmart.com will always contain:

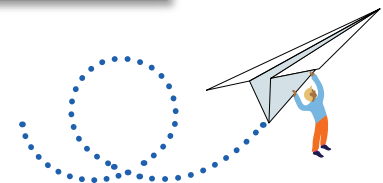
- Item's restocking fee
- Item's return window
- Item's shipping fee

Additional Information to Display [Edit](#)

check

Note: Please ensure that the additional return information you provide adheres to the [Marketplace Returns Policy](#).

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





Keep on learning, and let's grow your business!

We're here to help you learn more, faster. Click below to find other QuickStart guides, help articles, and contact Partner Support!

[Seller Help](#)



Links from this QuickStart Guide

Seller Help

sellerhelp.walmart.com/seller/s/

Marketplace Returns Policy

sellerhelp.walmart.com/seller/s/guide?article=000008176

Marketplace Returns Policy Changes (July 2019)

sellerhelp.walmart.com/seller/s/guide?article=000009015

Department of Transportation Hazmat Regulations

fmcsa.dot.gov/regulations/hazardous-materials/how-comply-federal-hazardous-materials-regulations

Bulk Return Rules Updates

sellerhelp.walmart.com/s/guide?article=000008197

Issue Refunds from Seller Center

sellerhelp.walmart.com/seller/s/guide?article=000006431

Retrieve Credentials for Return Shipping Carrier Account

sellerhelp.walmart.com/seller/s/guide?article=000008214

