



Looking for something or need an extra hand?

Partner Support

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QuickStart Guides

## How to Issue an Adjustment to an Order

In this guide, we'll show you how to issue an adjustment to an order you've already shipped to a customer.



We recommend Sellers to follow our standard returns process (video below) and only issue adjustments when needed.

Refund a Return Order Video



Click to watch the video walkthrough

## What does "issuing an adjustment" mean?

Issuing an adjustment allows you to give a full or partial refund to a customer after you've shipped the order. Adjustments are different than standard returns because you may not require the customer to return the item.

### Example reasons for adjustments:

- Order delivered late
- Customer did not receive the order
- Item(s) were defective or damaged
- Billing error
- Tax-exempt customer
- Incorrect item received

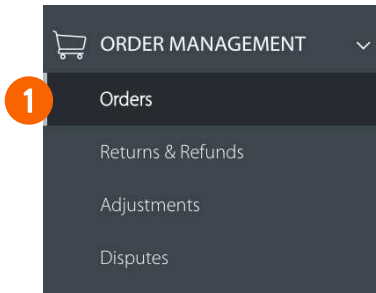
More about Adjustments

Let's do this!  
Instructions start on the next page.



# Issue an Adjustment to an Order

## 1 Click “Orders” in the left-hand menu in Seller Center



## 2 Find the past order you’d like to adjust

1. Click “View Orders” under Past Orders.
2. Find or click the order you’d like to adjust.
3. Copy its P.O. number (we’ll need this number for the adjustment).

Past Orders

5  
Since 19th July 2019

1 View Orders

Order Date	Purchase Order#	Order#	Ship By
December 11, 2019	3797150862597	6161923631702	December 12, 2019

## 3 Pull up the order on the “Adjustments” page

1. Click “Adjustments” in the left-hand menu.
2. At the top of the page, paste in the P.O. number (this will pull up the order).
3. To begin the refund, click “Issue Adjustment” under Actions.

ORDER MANAGEMENT

- Orders
- Returns & Refunds
- 1 Adjustments
- Disputes

2 3797150862597 Get Order

Actions

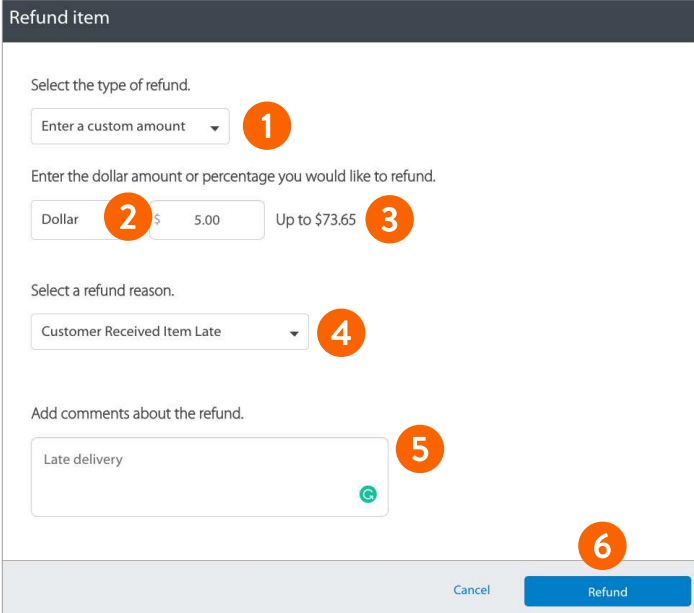
Issue Adjustment 3

## Issue an Adjustment to an Order (continued)

### 4 Fill out the refund item page

#### Option 1: Partial refund adjustment

1. Select the refund type: “Enter a custom amount.”
2. Pick either “Dollar” or “Percentage.”
3. Enter the refund amount.
4. Choose a refund reason.
5. Add a comment explaining the refund.
6. Click “Refund” to issue the adjustment.
7. Refresh the page to see the refund (this may take a few moments).
8. Walmart will email the customer notifying them of their refund.



Refund item

Select the type of refund.

Enter a custom amount **1**

Enter the dollar amount or percentage you would like to refund.

Dollar **2** \$ 5.00 Up to \$73.65 **3**

Select a refund reason.

Customer Received Item Late **4**

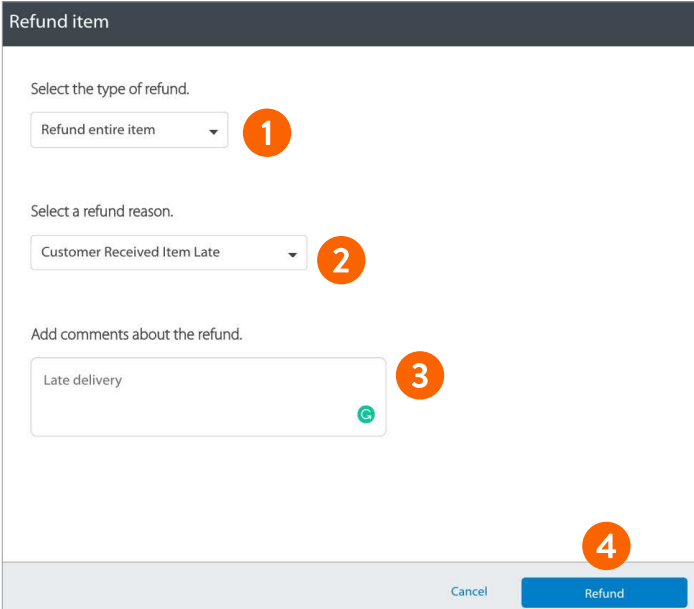
Add comments about the refund.

Late delivery **5**

**6** Cancel Refund

#### Option 2: Full refund adjustment

1. Select the refund type: “Refund entire item.”
2. Choose a refund reason.
3. Add a comment explaining the refund.
4. Click “Refund” to issue the adjustment.
5. Refresh the page to see the refund (this may take a few moments).
6. Walmart will email the customer notifying them of their refund.



Refund item

Select the type of refund.

Refund entire item **1**

Select a refund reason.

Customer Received Item Late **2**

Add comments about the refund.

Late delivery **3**

**4** Cancel Refund

**That's it!**  
Thank you for completing this guide.





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

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Seller Help

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## Links from this QuickStart Guide

### How to Issue an Adjustment to an Order (Video)

[youtube.com/watch?v=ytKk1JR2Ggs](https://youtube.com/watch?v=ytKk1JR2Ggs)

### How to Refund a Return Order (Video)

[youtube.com/watch?v=lbxakq-AXF8](https://youtube.com/watch?v=lbxakq-AXF8)

### How to Refund a Return Order (Guide)

[marketplace.walmart.com/walmart-marketplace-quickstart-order-process-refund-return](https://marketplace.walmart.com/walmart-marketplace-quickstart-order-process-refund-return)

### Process Returns

[sellerhelp.walmart.com/seller/s/guide?article=000007176](https://sellerhelp.walmart.com/seller/s/guide?article=000007176)

### Issue Adjustments or Non-standard Refunds

[sellerhelp.walmart.com/seller/s/guide?article=000006431](https://sellerhelp.walmart.com/seller/s/guide?article=000006431)