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.

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.
QuickStart: How to 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).

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.
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.

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.

That’s it!
Thank you for completing this guide.
Links from this QuickStart Guide

**How to Issue an Adjustment to an Order (Video)**
youtube.com/watch?v=ytKk1JR2Ggs

**How to Refund a Return Order (Video)**
youtube.com/watch?v=lbxakq-AXF8

**How to Refund a Return Order (Guide)**
marketplace.walmart.com/walmart-marketplace-quickstart-order-process-refund-return

**Process Returns**
sellerhelp.walmart.com/seller/s/guide?article=000007176

**Issue Adjustments or Non-standard Refunds**
sellerhelp.walmart.com/seller/s/guide?article=000006431