



Looking for something or need an extra hand?

Partner Support

Seller Help

QuickStart Guides

How to Refund a Return Order

In this guide, we'll show you how to refund a return order. Processing returns and refunds in Seller Center are simple!

Process Returns



Click to watch the video walkthrough



Have you reviewed our Marketplace Returns Policy?

This article contains the most important policy rules and instructions on how to configure and manage your returns.

Marketplace Returns Policy



Got a non-standard return?

Sometimes you may not need the customer to ship the item back (defective item, late delivery, billing error, etc.) You can still give them a full or partial refund by issuing an adjustment to their order. **However, we recommend all Sellers to follow our standard returns process (this guide) and only issue adjustments when needed.**

Issue Adjustment Guide

Issue Adjustment Video

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



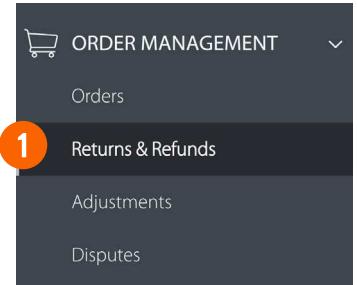
How to Refund a Return Order

1 Click “Returns & Refunds” in the left-hand menu in Seller Center

At the top of the page, you’ll see three return stages.

You can refund when the item’s in “Initiated” or “Received.”

- **Initiated**
A customer has started a return and is shipping the item back. We leave it up to you if you want to refund the customer before you’ve received the item.
- **Received**
The item has arrived at your return center.
- **Completed**
The return and refund are processed and finished.



Walmart will auto-refund the customer after 48 hours once you receive the items at your return center (Received Stage).

Keep going!
Instructions continue on the next page.



How to Refund a Return Order

2 Click “View Returns” in either “Initiated” or “Received”

This will show you the return’s details, including tracking number, tracking status, and the customer’s chosen return reason, and refund amount.



Active Filters: RECEIVED X Filter Download

Penny Loves Kenny Women's Dolly Pointed Toe Fashion Pumps Bron... RETURN REASON: Damaged CUSTOMER: ITEM PRICE: \$20.00 20 hrs left

Purchase Order #: 1803794990700 | RMA #: 104497806098862510

RETURN DETAILS	ADJUST REFUND
FedEx Tracking #: Request Date: 01/11/2020	Item Price: \$20.00
Customer Order #: 2802049264914 Refund Status: Not Invoiced	Shipping: \$0.00
Tracking Status: Delivered	Taxes: \$0.00
Return line#	Refund Amount: \$20.00
Channel: In store	

ORDER DETAILS

Buttons: Refund \$20.00 Now, Email Customer

This indicates how the time left before the return is auto-refunded.

3 Click “Refund Now” to complete the refund

After you press the button, you’ll see a message letting you know the refund is processing and its status will update soon. This may take a few minutes.



How to Refund a Return Order (continued)

4 Refund finishes processing and moves to “Completed”

1. After the return and refund processes, it'll move to the “Completed” stage.
2. Walmart will email the customer, notifying them of the refund.

The screenshot shows a progress bar with three stages: 'Initiated' (2 items), 'Received' (4 items), and 'Completed' (63 items). A green arrow points from the 'Completed' stage to a table of return orders. The table has columns for item name, return reason, customer, and item price. One row is highlighted with a red box, showing a 'Refunded' status with a checkmark.

Dansko Women's Black Professional Cabrio	RETURN REASON	CUSTOMER	ITEM PRICE	
Purchase Order #: 4800062843663 RMA #: 102600397753294713	No Longer Wanted		\$119.99	✓ Refunded



Got a refund question or two?

We can help! Check out the shipping and refund FAQ or contact Partner Support.

[Shipping & Refund FAQ](#)

[Partner Support](#)

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





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

Partner Support

Seller Help

QuickStart Guides



Links from this QuickStart Guide

How to Refund a Return Order (Video)

youtube.com/watch?v=Ibxakq-AXF8

How to Issue an Adjustment to an Order (Guide)

marketplace.walmart.com/walmart-marketplace-quickstart-order-process-issue-adjustment

How to Issue an Adjustment to an Order (Video)

youtube.com/watch?v=ytKk1JR2Ggs

Process Returns

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

Marketplace Returns Policy

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

Shipping & Refund FAQ

sellerhelp.walmart.com/seller/s/guide?article=000007705