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

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).

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**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.

![Image of return status page]

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

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.

![Image of refund page]

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How to Refund a Return Order (continued)

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.

Got a refund question or two?
We can help! Check out the shipping and refund FAQ or contact 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=lbxakq-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