

Live Chat Support

Get help and boost efficiency with the **live chat** support service for Walmart Marketplace sellers

At Walmart, we understand that seller support is the backbone of our Marketplace business and we've been making continuous improvements to make your experience more convenient and efficient. After all, you need to focus on your sales and business operations!

This is why we are excited to introduce our newest service, Live Chat. It's a new way to support your business and address any issues or questions you may have swiftly and effectively.



Get the help you need quickly and enjoy these benefits:



Fast Response

On average, a live representative is ready to assist you **within 20 seconds from when chat is initiated.**



Real-time Resolution

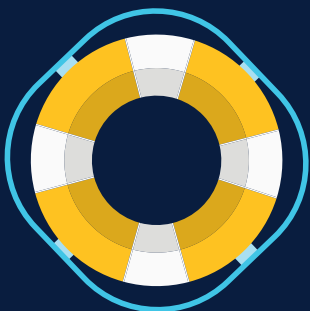
88.5% of cases initiated via Live Chat get real-time resolution making it our **most effective support channel.**



Personalized Service

Contextual support offers more relevant answers as your case is handled from beginning to resolution by one agent during the chat.

Walmart Marketplace Live Chat representatives are available to answer your questions **Monday through Friday from 8 AM to 9:30 PM Eastern time.**



1. Log into <https://sellerhelp.walmart.com/>
2. Click on “**Support**” as you do to create any other case.
3. Choose the support category that best fits your inquiry.
4. Once you reach the end of the support category path, you will have two options available to open a case. Simply click on “**Open a case via Live Chat**” to initiate a chat and a friendly support representative will be willing to answer your inquiries.