

When to dispute a customer return

Use the scenarios below as your guide to determine if you're eligible to dispute a customer return when the returned item is damaged, or missing parts or accessories.

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1 I didn't receive the return.

- You were expecting a customer return but received an empty box.
- You have a return with multiple items, but the customer did not send everything.

Suggested resolution: If you have questions, select the *Help* button in the **Seller Center** menu bar to contact Support and include images of the empty box or missing items and include the return shipping label.

- You were charged for the customer refund, but the return shipment was not delivered to your return center.

Suggested resolution: If you use your own carrier, Walmart is not responsible for lost or damaged items in transit. If the return shipping was through Marketplace and is below \$100, file a claim with FedEx. If return shipping is above \$100, create a case with Seller Support. If approved, Walmart will only reimburse you for the sale proceeds of the item you disputed. You will not be reimbursed for return shipping fees or referral fees. There is no need to provide proof. The agent will determine the case by comparing tracking details to your return center address.

2 Return is different from the original item.

- You received a completely different item from the original item delivered to the customer.

Suggested resolution: Create a case with Seller Support and include images of the item received and the include return shipping label. For example, a customer returns an old camera instead of a new camera or a pair of pants instead of a kitchen blender. If approved, Walmart will only reimburse you for the sale proceeds of the item you disputed. You will not be reimbursed for return shipping fees or referral fees.

3 Item is in unsellable condition.

- You received a kitchen blender back with one of the missing attachments or if a TV comes back without the remote.
- The item is unsellable because of customer damage. Damage can include used shoes or clothing that show wear and tear, damaged camera lenses or personalized items.
- The item is unsellable due to damage to the original packaging that cannot be repackaged.

Suggested resolution: Create a case with Seller Support and include images of the item received and include the return shipping label. If approved, you'll be eligible for 20% of the item's value not including return shipping costs.

4 I was charged incorrect customer refund.

- You were supposed to be charged \$50 but were charged \$80. Review all payment reports carefully and review all transactions for a returned item.

Suggested resolution: Provide the following information in an excel sheet: settlement date, file name of payment details which contains the disputed order, order level details, purchase order and line number, item name, contract category and Referral Fee percentage.

5 Item was returned outside the return window.

- Return was initiated and/or dropped off at Walmart store or carrier location after the return window ended.

Suggested resolution: Create a case with Seller Support.

6 The item was delivered to the customer.

- You do not agree with the customer claim or refund that was issued due to an undeliverable item. This is only applicable to outbound shipping, therefore, does not apply to returned items.

Suggested resolution: Create a case with Seller Support, and include one or more of the following: A signature service confirmation from the carrier, such as (e.g., a signed bill of lading), a picture provided by the carrier of the delivered package along with the tracking label and a screenshot of customer stating they received the package.

7 Something not listed.

- None of the above dispute reasons describes your issue. Disputes filed under this category may take longer than usual to resolve as additional investigation might be necessary.

Suggested resolution: Create a case with Seller Support and provide relevant details for your dispute including but not limited to photos, communication with customers and tracking numbers.

Ready to submit your dispute?

Submit dispute

Resources

[Dispute a customer return](#)

[Dispute standards](#)