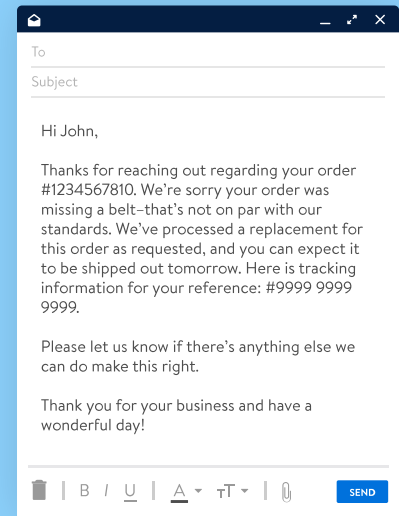


Message templates

You can create message templates in Seller Center for quick responses to common customer questions as a convenient way to let them know you care about their issue. We've added some examples of a high-quality response that follow the communication standards outlined above.

Last updated on Dec 4, 2024 Reading time: 1 min



Example 1: Customer requested the delivery status of their order

Hi [Name],

The tracking number associated with this order is [tracking number].

Based on the carrier updates, you can expect your order to arrive by (estimated delivery date).

Thank you,

[Your business]

Example 2: Customer requested to cancel a shipped order

Hi [Name],

Unfortunately, we have already shipped your order and it cannot be canceled.

Once the order arrives, you have two options to complete the return for a full refund:

- **Return in-store:** Bring the items you would like to return with the original packaging to your nearest Walmart store.
- **Return by mail:** Print a shipping label from your [Walmart.com](https://www.walmart.com) account and drop off the package at your nearest FedEx shipping center.

You can expect the funds associated with the order to be refunded in five to seven business days to the original form of payment.

Thank you,

[Your business]

Example 3: Lost after delivery (with signature)

Hi [Name],

The tracking number associated with this order is [tracking number] and based on carrier scans it appears to have been delivered and signed for.

Please check around your residence and ensure that your neighbors or other residents didn't hold your package for you.

If it's been 48 hours after the delivery date and you still don't receive your package, your order may be eligible for a full refund.

Thank you,
[Your business]



Do not use the sample response as an automated response. Automated responses are a violation of Walmart policy and may result in seller restrictions or account suspension.

Resources



[Create a new customer email template](#)



[Customer care policy](#)