

Return policy exemptions



Return policy exemptions are classified as items that your shipping carrier or Walmart has determined cannot be returned through the standard returns process. You're responsible for determining specific requirements for your items with your chosen shipping carrier.

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Exemption categories



Freight shipments

Items that exceed 150 lbs. in weight and 165 inches in length and girth combined and can't be transported via ground shipping.



Hazmat shipments

Items identified as hazardous by your chosen shipping carrier's specific requirements.



Walmart Fulfillment Services items

Hazmat or freight shipments only. Requests for any other shipment type will be denied.



Multi-boxed shipments

Any product that can't be returned in a single box.



Electronics

Prepaid cellular phone cards and electronically fulfilled PINs. Unless specified, electronic games and software downloads are not returnable after purchase.



Luxury

New and pre-owned apparel, shoes and accessories (e.g., scarves, sunglasses, handbags), jewelry and watches above \$300, fine art, loose gems and gemstones, collectibles (e.g., coins, stamps) and memorabilia.



Major appliances & tires

Tires, plus large refrigerators, ranges, washing machines and more.



Non-returnable items

Product types that Walmart has determined are not returnable (e.g., perishables).

PRO TIP

The customer will contact you directly to initiate the return for items that fall into these categories.

Next steps

If you intend to sell items in these categories, you'll need to submit a [return policy exemption request](#) with Walmart. If your request is approved, you may apply additional restocking fees up to 20% of the item price, for those items returned to you that aren't in their original or sellable condition.

****NOTE:** Walmart will monitor your Return Policy Exemptions and reserves the right to reject exemptions as unreasonable.