

# Setting Up Your Return Policy

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### Walmart's Return Requirements

Walmart has minimum return policy requirements that all marketplace sellers must meet. Your return policy directly impacts customer trust and your eligibility for programs like Pro Seller.

- Standard return window is 30 days from delivery
- Some categories may have different return window requirements
- Free returns enrollment is required for Pro Seller badge
- Return shipping cost responsibility varies by policy type
- Refunds must be processed within specified timeframes

### Configuring Your Return Policy

Set up a return policy that meets Walmart's requirements while protecting your business.

- Choose between seller-managed and Walmart-managed returns (WFS handles returns automatically)
- Set your return window to at least 30 days
- Configure return shipping options and cost responsibility
- Set up refund processing workflows and timelines
- Create return reason tracking to identify product or listing improvements

### Minimizing Returns

The best return policy is one you rarely have to use. Proactively reducing returns saves money and improves metrics.

- Ensure product descriptions and images accurately represent the product
- Include detailed size charts and measurements for apparel
- Highlight product limitations or requirements clearly
- Use protective packaging to prevent shipping damage
- Follow up with customers who leave negative feedback to resolve issues

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