

WFS Returns Processing

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How WFS Handles Returns

One of the biggest advantages of WFS is that Walmart handles customer returns on your behalf, saving you time and operational complexity.

- Customers return WFS items to Walmart stores or by mail
- Walmart inspects returned items for sellable condition
- Sellable returns are restocked in your WFS inventory
- Unsellable returns can be disposed of or returned to you
- Refunds are processed according to your return policy settings

Managing Return Costs

While WFS handles the logistics, you still need to manage the financial impact of returns.

- Monitor your return rate by product to identify issues
- Analyze return reasons to improve listings and reduce future returns
- Decide whether to have unsellable returns shipped back to you or disposed
- Factor return costs into your pricing and profitability calculations
- Use return data to improve product quality and listing accuracy