



Heather Warren <heartwarr@gmail.com>

(no subject)

Heather Warren <heartwarr@gmail.com>  
To: Heather Warren <heartwarr@gmail.com>

Thu, Oct 5, 2023 at 3:53 PM

## Chat with Walmart

When using support chat, never send sensitive information like credit cards or passwords.

Hi Mark, I am Walmart's automated support assistant. Thank you for being a Walmart+ member. You have saved \$242.65 with your Walmart+ membership! What can we help you with?

3:29 PM



My order



Return or ref



Billing or cha



Something €

Return or refund

3:30 PM

Okay. What do you need help with?

3:30 PM

Refund status

3:30 PM

No problem! Select from your orders below.

3:30 PM

Oct 01, 2023 order	\$126.45	De	De	25		Select Order
Oct 01, 2023 order	\$165.70	De	De	31		Select Order
Sep 27, 2023 order	\$42.38	De	De	11		Select Order

Oct 01, 2023 order - order number 2000112-03874602

3:30 PM

Okay, let's see. Is this the order you need help with?

3:30 PM

Oct 01, 2023 order	\$165.70	De	De	31	
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Yes, this is the order

couldn't send [retry](#)

Sun, Oct 1, 2023  
order

\$165.70

De Re 10



De De 28



Del Ca 2 it



We issued a refund of **\$185.64** on **Oct 1** to your original payment method. Your refund should be credited within:

10 business days for credit cards

7 business days for debit cards

3 hours for gift cards and EBT

There's **no need** to send the items back to us.

3:30 PM

Is there anything else I can help with?

3:30 PM

It's something else

3:31 PM

Okay, I can connect you with someone. How do you want help, or do you need to go back?

3:31 PM

Start chat (1 min wait)

3:31 PM

You'll be connected to an agent shortly. Please remain on the page while we transfer you.

3:31 PM

*Good news! Our agent Fahad has joined the conversation.*

3:31 PM

I hope you're doing great and I appreciate your time for staying connected. Thank you for contacting Walmart.com! My name is Fahad. Please allow me up to two minutes to review the interaction above to provide you the best resolution. Thank you!

3:31 PM

Hi, Mark. From what I am seeing on the chat shared above, I believed your are contacting us regarding with your refund status?

3:32 PM

Yes. I've never had a refund take this long to process

3:32 PM

from you all.

3:32 PM

I completely understand where the frustration is coming from, I as well will feel the same way if this happens to me. I have experienced a similar problem recently, so I understand what you are saying. If I could only expedite the process on this matter, then I really would.

3:33 PM

Ok, just wanted to make sure it was issued.

3:33 PM

I was missing most of my order from 10/1, and I've never had to call to get a refund

3:33 PM

I appreciate your patience and professionalism dealing this situation with ease. Please give me a couple of minutes to look into this matter. And please don't go to any window or switch apps because there might be a chance that this chat will disconnect. I want to make sure that I can fix and resolve your issue. Just stay on the line and I'll get back to you as soon as possible.

3:34 PM



My earnest apologies having known that you have a missing item. It's disheartening that this happenstance has caused you the inconvenience. Nothing to worry, you've got one of Walmart's expert here. Let me quickly check what I can do here best for you.

3:34 PM

Thanks

3:34 PM

Welcome, Mark.

3:34 PM

Hi, Mark. Please allow me more time, I am still checking the information on your account.

3:36 PM

Thanks!

3:36 PM

Appreciate you.

3:38 PM

Thank you so much for patiently waiting, Mark. After carefully reviewing your account, The refund of \$220.91 was successfully processed. Walmart will be sending an email within 24-48 hours for the refund confirmation and for refund timeline it will be up to 10 business days based on your financial institution or sometimes this will even reflect earlier on your end. And the good thing is if you still would like the item, you may reorder it on the site.

3:41 PM

Ok. I never got an email for the original refund.

3:41 PM

Is this the same one, reissued?

3:42 PM

The original one is: \$185.64

3:42 PM

I am so sorry to know that, I will make sure to send this information to our higher department as we are always working and innovating ways to keep giving quality service to our valued customers such as you.

3:42 PM

The one you said was 220.

3:42 PM

Hang on.

3:43 PM

At this point, i'm confused. lol

3:43 PM

Allow me to correct my self, Mark.

3:43 PM

I overlook the information.

3:43 PM

We issued a refund of **\$185.64** on **Oct 1** to your original payment method.

3:44 PM

I truly appreciate your patience and understanding with this matter.

3:44 PM

ok, I just normally don't have to wait this long. It's usually pretty quick. I also have gotten no email confirmation.

3:44 PM

You are right Mark, process should not take that long. I understand you, as I am a customer too. However, my hands are tied with the right process.

3:46 PM

And I got a different, precise refund quoted just a moment ago of 220.19.

3:46 PM

Just strange

3:46 PM

I will make sure to send this information to our higher department as we are always working and innovating ways to keep giving quality service to our valued customers such as you. I will make a follow about the email confirmation since you never receive it.

3:46 PM

I appreciate your feedback and understand your concerns. I'll make sure this feedback gets documented and will not take this for granted. Further action will be taken so it won't happen again as we always wanted to provide better service to our loyal customers. Thanks for taking the time to share your thoughts and for being a valued Walmart customer.

3:47 PM

Do you know when I should expect that?

3:47 PM

I have more questions than answers.

3:48 PM

I don't know if when I reordered my order on Sunday night it confused things?

3:48 PM

As much I want to give an exact date mark but, any refund timeline it will be up to 10 business days based on your financial institution or sometimes this will even reflect earlier on your end. If I could only expedite the process on this matter, then I really would.

3:48 PM

Let me check that one here on my end, Mark.

3:49 PM

Is there a number I could call. No disrespect to you, but I'm getting a lot of identical copied and pasted responses.

3:49 PM

As per checking here, you are right it was on Sunday.

3:50 PM

It's okay Mark, I understand you. Let me look for a phone number.

3:50 PM

I didn't know Sunday was up for debate.

3:50 PM

Thanks.

3:50 PM

I have already called the normal 1800 number.

3:51 PM

and I didn't get far there, either.

3:51 PM

For many types of concerns or call our Customer Service at this number phone number 1-(800)-925-6278.

3:51 PM

I've called there, and I've also been in a few circles. Should I call the store?

3:52 PM

I wanted to do an outbound call to properly explain and address your concern Mark. However, as much as I love to but I have a limited access on my end.

3:52 PM

Ok. I'll try the store.

3:52 PM

Thanks.