

Hello, How can we help you?



Track Your Order



Edit or Cancel an Order



Returns & Refunds

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< Substitutions for Store Pickup and Delivery Items

If an item you want is out of stock, we'll offer a similar item as a substitution. You can accept, decline, or return substituted items. We'll charge you the price of the substituted item(s). You will notice a temporary authorization hold. This is the amount we authorize to cover weighted items, replacements, and any bag fees in your state.

Your order

If your ordered item isn't available, we'll send an email and offer a similar item. There is a limited amount of time to respond. The email will give you a time frame to accept or refuse the item. If you don't accept or decline the item offered, we'll substitute it. After receiving the item, if you're unhappy with it, you can start a return from *Purchase Histroy* on the Walmart app or Walmart.com.

At checkout

Before placing your order, you can choose the items that you don't want substituted or you can select the items you prefer as a substitution. If the item is out of stock and you picked a substitution, we'll replace the item with the one you chose. If the item isn't in stock and you let us know you don't want us to substitute it, we'll remove it from your order.

[More Information](#)

At pickup

If you don't want the substitution, simply let the associate at the store know, and they'll remove it from your order.

Delivery

If it's a delivery order, the driver can't remove the item from your order and return it to the store. You'll need to set up a return from your Purchase History on the Walmart app or Walmart.com.

Was this answer helpful?

Yes

No

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Pickup and Delivery