BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Walmart App, Pickup & Delivery

Ordering, substitutions, curbside pickup, delivery, Walmart+, the pharmacy and returns — in plain English

A plain-English guide to shopping Walmart from your phone or computer

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For the Walmart app on iPhone and Android, and walmart.com · facts current November 2026

What's Inside

This is your guide to the Walmart app and walmart.com. Read it in any order: start with Part 1 if you're new, or jump straight to pickup, delivery, substitutions or the pharmacy.

Part 1 — Getting Started with the Walmart App

1 A Note from Bill
2 What the Walmart App Can Do for You
3 Getting the App and Setting Up Your Account
4 Finding Your Way Around the App
5 Choosing Your Store and Your Address

Part 2 — Shopping and Placing Your Order

6 Searching and Reading a Product Page
7 Your Cart and Reserving a Time
8 Checking Out and Reading the Total
9 Changing or Canceling an Order
10 Paying with SNAP/EBT and Benefit Cards

Part 3 — Substitutions: When the Store Is Out

11 How Substitutions Work
12 Approving, Declining and Setting Preferences
13 Missing, Wrong or Damaged Items

Part 4 — Curbside Pickup

14 How Curbside Pickup Works
15 Checking In: “I'm on My Way” and “I've Parked”
16 Running Late, Delays and Sending Someone Else

Part 5 — Delivery to Your Door

17 Delivery Fees, Minimums and Time Windows
18 Express and Faster Delivery
19 Delivery Instructions and Leaving It at the Door
20 Tipping Your Driver
21 When a Delivery Goes Wrong

Part 6 — Walmart+ and Walmart+ Assist

22 What Walmart+ Costs and What You Get
23 Walmart+ Assist: Half Price If You Qualify
24 Trying, Pausing and Canceling Walmart+

Part 7 — The Walmart Pharmacy in the App

25 Setting Up the Pharmacy in Your App
26 Refilling a Prescription
27 Ready Notices, Pickup and Prescription Delivery

Part 8 — Returns, Paying Safely and Avoiding Scams

28 Walmart's Return Rules
29 How to Return Something and Get Your Refund
30 Paying in the App, Walmart Pay and Gift Cards
31 Scams That Pretend to Be Walmart
32 Protecting Your Account and Reporting Problems

Part 9 — When to Call Bill & Your Cheat-Sheet

33 When to Call Bill
34 Your Walmart App Cheat-Sheet

PART 1

Getting Started with the Walmart App

What the Walmart app and walmart.com can do for you, how to get set up safely, how to find your way around, and how to pick the store that fills your orders.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've picked up this guide, maybe a family member said, “Just order it on the Walmart app,” and you thought, *easy for you to say*. Or maybe winter is coming, the parking lot is icy, and carrying forty pounds of groceries across it doesn't sound like fun anymore. Either way, you're in the right place.

I'm Bill. I've spent more than 30 years working with technology, and these days I spend my time helping folks here in Portage County, Ohio feel at home with theirs. I wrote this guide the way I'd explain things sitting beside you at the kitchen table: slowly, in plain English, one step at a time.

What this guide will help you do

- Set up the Walmart app on your iPhone or Android phone (or use walmart.com on a computer).
- Search for what you need, fill your cart, and check out without surprises.
- Handle **substitutions** — when the store is out of something and offers a replacement.
- Pick up your order at the curb without leaving your car, or have it brought to your door.
- Understand what **Walmart+** and the half-price **Walmart+ Assist** cost, and whether either makes sense for you.
- Refill prescriptions in the app, return things the easy way, and pay safely.
- Spot the fake “Walmart” texts, surveys and gift card tricks that scammers love.

WHAT THIS DOES FOR YOU

Your groceries, without the heavy lifting

Once you've done it once or twice, ordering from Walmart takes about as long as writing a grocery list. Someone else walks the aisles, someone else loads the bags, and you either drive up and pop the trunk or open your front door. That's real help on a bad-weather day, a bad-knee day, or any day you'd rather spend your energy on something else.

Take your time — you can't break it

Nothing in the Walmart app is final until you press the last button at checkout, and even then you can usually change or cancel an order for a while afterward. So explore. Tap around. Put things in your cart and take them out again. The worst that happens is you have a cart full of things you didn't buy.

And if you'd ever like a hand, I'm a phone call away at **(330) 200-8042**. Let's get started.

— Bill

CHAPTER 2

What the Walmart App Can Do for You

The Walmart app and the walmart.com website are two doors into the same store. Whatever you order on one shows up on the other, because they both use the same **Walmart account**. Most people find the phone app handiest for groceries and pickup, and a computer easier for browsing bigger items. Use whichever feels comfortable.

Four ways to get your things

How	What happens
Pickup	The store gathers your order. You drive to a Curbside Pickup spot, check in with the app, and an associate brings it to your car.
Delivery	A local driver brings your order from the store to your door, often the same day.
Shipping	Items that aren't stocked at your store come by mail carrier, like any online order.
In the store	The app helps here too: you can check prices, refill prescriptions, and pay with your phone.

Pickup and delivery come from your local store, so you see that store's prices and what it has on the shelf. Shipped items come from Walmart's warehouses or from other sellers who sell through walmart.com (more on them in *Searching and Reading a Product Page* (Chapter 6)).

GOOD TO KNOW

One account, many devices

You can sign in to the same Walmart account on your phone, your tablet and your computer. Your cart, your orders and your saved addresses follow you. A grown child helping from another town can't see your account unless you share your sign-in, and I'd suggest you don't — Walmart+ members have a safer way to share, called Benefit Sharing, covered in Ways the Walmart App Can Make Life Easier.

What it costs to use

The app is free, and so is an account. You pay for what you buy, plus any pickup or delivery fees and an optional tip for delivery drivers. Pickup is free on orders of $35 or more. Delivery has a fee unless you belong to Walmart+. The details are in Parts 4, 5 and 6, and the app always shows the exact amount before you pay.

CHAPTER 3

Getting the App and Setting Up Your Account

Let's get the real Walmart app on your phone and create your account. This takes about ten minutes. Have your email address and your mobile phone handy — Walmart requires a mobile number on every account, and it uses it to send you sign-in codes.

Install the app

On an iPhone

1. Open the **App Store** (the blue icon with a white “A”).
2. Tap **Search** at the bottom and type **Walmart**.
3. Look for the app made by **Walmart** itself, with the yellow spark logo. Tap **Get**, then confirm with Face ID, Touch ID or your Apple Account password.

On an Android phone

1. Open the **Play Store** (the colorful triangle).
2. Tap the search bar and type **Walmart**.
3. Choose the app whose developer is listed as **Walmart**, and tap **Install**.

> HEADS UP
>
> **Only the real one**
>
> Copycat apps sometimes use similar names and colors. Before you install, check that the developer name underneath is Walmart and that it has a very large number of reviews. Never install a “Walmart” app from a link in a text message — always go to the App Store or Play Store yourself.

Create your account

1. Open the app and tap **Account**, then choose the option to sign in or create an account. (On the website, use the sign-in link at the top right of walmart.com.)
2. Enter your email address or phone number and follow the prompts.
3. Choose a password of at least **8 characters** with an uppercase letter, a lowercase letter, and a number or special character.
4. Add your mobile number when asked, and type in the code Walmart texts you.
5. Allow notifications when the app asks. This is how it tells you your order is ready, asks about substitutions, and lets you know a driver is on the way.

TIP

Write it down, keep it safe

Write your Walmart sign-in email and password on the same page where you keep your other important passwords, somewhere private at home. Even better, set up a passkey so you can sign in with your face or fingerprint — the steps are in Ways the Walmart App Can Make Life Easier.

CHAPTER 4

Finding Your Way Around the App

Walmart reshuffles its screens from time to time, so I'll describe the landmarks that stay put rather than every button. Once you know these few spots, you can find almost anything.

The landmarks

Landmark	What it's for
Search bar	Across the top. Type what you want, or tap the little camera or barcode icon to scan a product you already have.
Cart	The cart icon, usually at the top or bottom right. A number on it shows how many items are inside.
"How do you want your items?"	Near the top of the home screen. This is where you choose Pickup, Delivery or Shipping, and your store.
Services	Pharmacy, vision, auto care and other services live here.
Account	Your profile: **Purchase History**, Walmart+, your Wallet of payment cards, addresses, and sign-in settings.

Purchase History is your best friend

Almost everything you'll ever need to do with an order starts in **Account > Purchase History**: checking an order, editing it, adding a tip, starting a return, or finding a receipt. When in doubt, go there first. It shows online orders, and it can also show store purchases you paid for with the app.

GOOD TO KNOW

App and website: same ideas, different places

On walmart.com, your account menu is at the top right (click **Account** or the little person icon), and Purchase History is listed there. The words are the same; only the layout differs. A few things, like curbside check-in and full pharmacy features, work best in the phone app.

TIP

Make the words bigger

If the print in the app is hard to read, make your phone's text larger: on an iPhone, **Settings > Display & Brightness > Text Size**; on Android, **Settings > Display** and look for **Font size**. The Walmart app follows your phone's setting.

CHAPTER 5

Choosing Your Store and Your Address

Before you shop for pickup or delivery, tell the app which store to use. This matters more than it sounds: prices, what's in stock, and the available pickup times all come from that one store.

Set your store

1. On the app's home screen, tap **How do you want your items?** near the top.
2. Choose **Pickup** or **Delivery**.
3. For pickup, pick the store closest to you (or the one with the easiest parking lot). Tap **Save As My Store**.
4. For delivery, enter or choose your home address. The app picks the store that delivers to you.

If you see “Delivery isn't available from your store. We can deliver your order from a nearby store,” that's fine — another store will fill it. If you see “Delivery is not available for this address,” delivery doesn't reach your home yet, but pickup still works.

Get your address exactly right

Type your address the way the Post Office writes it, and choose it from the drop-down list when the app offers one. If drivers ever have trouble finding your house, Walmart's help pages suggest checking that your home's pin on Google Maps sits on the right rooftop.

TIP

Shopping for a parent? Use their store

If you're ordering groceries for Mom across town, set the store and address to *hers*, not yours. You can keep more than one address saved and choose the right one at checkout.

FROM BILL

Pick one store and stick with it

The pickup crew at your regular store will start to recognize your car, and you'll learn which items they always have. Changing stores mid-order can change your total, because taxes and fees differ from place to place.

PART 2

Shopping and Placing Your Order

Searching for what you need, telling Walmart's own items from outside sellers, reserving a pickup or delivery time, checking out, and changing your mind afterward.

CHAPTER 6

Searching and Reading a Product Page

Shopping in the app starts with the search bar at the top. Type what you want the way you'd say it to a store clerk — “2% milk gallon,” “Great Value paper towels,” “denture tablets” — and tap the search key.

Tips for finding the right thing

- **Be a little specific.** “Bananas” works; “coffee” gives you hundreds of results, while “Folgers ground coffee” narrows it down fast.
- **Scan what you already have.** Tap the barcode or camera icon in the search bar and point your phone at the barcode on an empty box or jar. The app finds the same product.
- **Use the filters.** After you search, look for options like **Pickup**, **Delivery** or price to show only items your store can actually get you today.
- **Check the size.** Pictures can make a small bottle look big. Read the ounces or count in the product name.

Who are you buying from?

Walmart.com isn't only Walmart. Thousands of outside companies, called **Marketplace sellers**, also list items there. On each product page, look for the line that says who sells and ships it.

If it says…	What it means
Sold and shipped by Walmart	Walmart's own stock. Standard 90-day returns for most items, and eligible for Walmart+ free shipping.
Sold by another company	A Marketplace seller. Most have a **30-day** return window, and most aren't covered by Walmart+ free shipping.

HEADS UP

Prices that look too good

If an outside seller is offering a big-name item for far less than everyone else, slow down. Read the seller's ratings and the return policy before you buy. When in doubt, choose an item sold by Walmart itself.

Reading the reviews

Star ratings help, but read a few of the newest written reviews too, especially the two- and three-star ones. They tend to be the most honest about size, quality and whether the item matched its picture.

CHAPTER 7

Your Cart and Reserving a Time

For pickup and delivery, Walmart asks you to **reserve a time** — the window when you'll drive up, or when the driver will come. Popular times fill up, especially on weekends and before holidays, so it's smart to reserve early and shop afterward.

Reserve your time

1. Tap **How do you want your items?** at the top of the home screen.
2. Choose **Pickup** or **Delivery** and check that the right store or address shows.
3. Pick a day, then a time window that suits you.
4. Go ahead and shop. Tap **Add** under each item you want; use the + and – buttons to change the number.

HEADS UP

A reservation doesn't last forever

Walmart holds your time only for a while. The app shows a deadline to check out by. If you miss it, the time may be released and you'll need to pick a new one. If you're a slow, careful shopper (nothing wrong with that!), build your cart first and reserve the time right before you check out.

Looking over your cart

Tap the cart icon to see everything you've chosen. Items may be grouped by how they'll reach you — some for pickup or delivery from your store, some shipped. That's normal; an item your store doesn't carry can still be shipped.

TIP

Keep a running list

Instead of shopping all at once, add things to your cart through the week as you run low — just like writing on the fridge list. Items stay in your cart until you check out or remove them.

CHAPTER 8

Checking Out and Reading the Total

Checkout is where you confirm the time, the address or store, the payment card and the total. Take your time on this screen. Nothing is charged until you tap the final button.

Checkout, step by step

1. Tap the cart, then **Checkout** (or **Checkout all items**).
2. Check the pickup store or delivery address and the time window.
3. Look at the substitution choices for each item (see *Approving, Declining and Setting Preferences* (Chapter 12)).
4. Check the payment method. Tap it to choose a different card.
5. For delivery, set a tip if you'd like — you can change it later.
6. Read the total, then tap the button to place your order.

What goes into the total

Line	What it is
Items	Your store's prices. Things sold by weight, like produce and deli meat, are estimated.
Pickup fee	Free on orders over $35; a below-minimum fee applies under $35.
Delivery fee	About $7.95 to $9.95 for non-members, free for Walmart+ members on $35 or more.
Bag fee	Some states and cities charge for bags.
Tip	Optional, for delivery only. 100% goes to the driver.
Tax	Your local sales tax.

GOOD TO KNOW

Why your bank shows a bigger charge at first

For pickup and delivery, Walmart places a **temporary hold** on your card that's a little more than your total. It covers weighed items, possible substitutes and bag fees. After your order is ready, you're charged the real amount and the hold drops off. Walmart says card holds can take up to 7 business days to disappear. It isn't a double charge.

Your confirmation

You'll get an email confirming the order, and it appears in **Account > Purchase History**. Real Walmart order emails never ask you to “verify” your card or click a link to keep your order. If one does, it isn't from Walmart (see *Scams That Pretend to Be Walmart* (Chapter 31)).

CHAPTER 9

Changing or Canceling an Order

Forgot the eggs? Ordered two of something by mistake? For pickup and delivery orders, you can usually make changes right up to the **cutoff time**. The cutoff depends on your time window and store, and the app shows it on a banner at the top of Purchase History.

Before the cutoff, you can

- Add or remove items and change quantities.
- Allow or disallow substitutions for any item.
- Reschedule your pickup or delivery time — **once**.
- Add or change the person picking up the order.

Edit your items

1. Go to **Account > Purchase History** and find the order.
2. Tap **Edit items**.
3. Make your changes, then save them. Your total and fees may change.

Cancel an order

1. Go to **Account > Purchase History** and open the order.
2. Scroll down and tap **Request Cancellation**, if it's shown.
3. Confirm. You won't be charged, and the card hold is released.

HEADS UP

Two things you can't change

You can't switch an order from pickup to delivery (or back) after checkout — you'd cancel and reorder. And once an order is on its way, or if it's from a Marketplace seller, it usually can't be canceled. In that case, the answer is a return (see *How to Return Something and Get Your Refund* (Chapter 29)).

CHAPTER 10

Paying with SNAP/EBT and Benefit Cards

If you receive SNAP food benefits, you can use your EBT card in the Walmart app for pickup and delivery in participating states. Walmart also accepts some health plan benefit cards, such as OTC Network and Healthy Benefits cards, and HSA or FSA cards.

Add your EBT card

1. Go to **Account**, then the **Wallet** (on the app, it may be under the Settings gear at the top right).
2. Tap **Add new payment method** and choose EBT.
3. Enter the card details and save.
4. As you shop, look for the **SNAP eligible** label on products.

GOOD TO KNOW

EBT covers food only

SNAP pays for eligible food. Things like paper towels, soap and medicine need a second payment method. If you use EBT with no backup card, Walmart's substitutes will be the same price or lower; otherwise the item is canceled and refunded.

WHAT THIS DOES FOR YOU

Half-price Walmart+ for SNAP households

If you get SNAP, Medicaid, SSI or several other kinds of government assistance, you may qualify for **Walmart+ Assist** at half price, which makes delivery free on orders of $35 or more. See *Walmart+ Assist: Half Price If You Qualify* (Chapter 23).

PART 3

Substitutions: When the Store Is Out

What happens when your item isn't on the shelf, how to say yes or no to a replacement, how to set your choices ahead of time, and what to do about missing or wrong items.

CHAPTER 11

How Substitutions Work

A real person walks the aisles of your store to gather your order. Sometimes the exact item you chose isn't there — the shelf is empty, or the delivery truck was late. When that happens, the shopper may pick a similar item instead. That's called a **substitution**.

The rules, in plain English

- Walmart offers a **similar item** — often a different brand or size.
- You pay the **substitute's price**, whether it's higher or lower than what you ordered.
- Walmart sends you a message so you can **accept or decline** it, and you have a limited time to answer.
- If you don't answer in time, **the substitute is used**.
- If you decline, the item is removed and you aren't charged for it.
- You can also tell Walmart ahead of time: **no substitutes** for certain items, or a preferred replacement.

WHAT THIS DOES FOR YOU

You stay in charge of your groceries

Substitutions are why you still get *a* loaf of bread when your favorite brand is sold out. But you're never stuck with something you don't want. A quick tap on your phone, a word to the pickup associate, or a return afterward all work.

When it matters most

Substitutions are usually harmless with paper towels or canned beans. They matter more for:

- **Diet and allergy needs** — low-sodium, sugar-free, gluten-free, lactose-free.
- **Over-the-counter medicines** — a different strength or a product with a different active ingredient.
- **Brands you're loyal to** — denture adhesive, coffee, a particular cat food.

For those, set **no substitution** at checkout. The next chapter shows how.

STAY SAFE

Medicine and food allergies: check every substitute

If anyone in your home has a food allergy or takes a specific medicine, read the label of every substitute before using it. A different brand can contain different ingredients. When in doubt, ask your pharmacist.

CHAPTER 12

Approving, Declining and Setting Preferences

There are three good moments to handle substitutions: **before** (at checkout), **during** (when Walmart messages you), and **after** (at pickup, or with a return).

Before: set your choices at checkout

1. At checkout, look for the substitution setting next to each item, or the option to review substitutions for the whole order.
2. For items you don't want replaced, turn substitutions **off**. If those items are out of stock, they're simply removed.
3. For others, you can leave substitutions on, or pick your own preferred replacement where the app offers one.
4. Before the cutoff time, you can still change these in **Account > Purchase History**.

During: answer the message

When a substitute is chosen, Walmart emails you, and with app notifications turned on you can answer right away. Open the message or the order in the app, look at each substitute, and choose to keep or decline it. Answer promptly; the time to respond is limited.

Chatting with your shopper

At some stores, delivery orders have a **Chat with Shopper** feature. Open the order with **View Order** and tap **Chat with Shopper**. You can message the person filling your order, see photos of products, and approve or decline substitutions as they go.

After: at the curb or at home

- **At pickup**, just tell the associate which substitute you don't want. They take it back and it comes off your bill.
- **With delivery**, the driver can't take items back. Keep it, or start a return from **Purchase History** (see *How to Return Something and Get Your Refund* (Chapter 29)).

TIP

Your email receipt tells all

After your order is ready, Walmart sends a receipt that lists anything out of stock and anything substituted. Glance at it before you unpack. It's the quickest way to spot a surprise.

CHAPTER 13

Missing, Wrong or Damaged Items

Even the best shopper makes a mistake now and then: a missing bag, a crushed carton of eggs, a gallon of whole milk instead of skim. Walmart has a straightforward way to fix it.

If something is missing

1. Check your **email receipt** first. If the item says out of stock, you weren't charged.
2. If you *were* charged and the item isn't there, open the Walmart app or walmart.com and use **Chat with us** in the Help section.
3. Explain what's missing. Walmart will usually refund it.

If the whole delivery seems missing

1. Open the order in Purchase History and look at the **delivery photo** the driver took.
2. If the photo shows a different house, the driver may have gone to the wrong spot. Check with neighbors.
3. Then use **Chat with us** so Walmart can make it right.

If you got something that isn't yours

Walmart's help pages say items that aren't yours, or duplicates, can be kept or thrown away. You don't need to return them.

SCAM ALERT

Only use Walmart's own Chat with us

If you search the internet for “Walmart customer service,” fake help lines can appear at the top of the results. Those “agents” may ask for gift cards or remote access to your computer. Start from the Help section inside the app or walmart.com, or call the number Walmart lists: **1-800-WALMART (1-800-925-6278)**.

PART 4

Curbside Pickup

Drive up, check in from your phone, and have your groceries loaded into your car — what it costs, how check-in works, and what to do if you're running late or sending someone else.

CHAPTER 14

How Curbside Pickup Works

Curbside pickup is my favorite part of the Walmart app for anyone who doesn't love long walks through a big store. You order on your phone, choose a time, and drive to marked parking spots near the store. An associate brings your order out and loads it for you.

What it costs

Your order	Pickup cost
Order of $35 or more	Pickup is free.
Order under $35	A below-minimum fee is added. The app shows the amount before you pay.
Walmart+ needed?	No. Pickup works the same with or without a membership.

The pickup day, from start to finish

1. Walmart sends a **Ready for Pickup** email (and an app notification) when your order is gathered.
2. When you're about to leave home, tell the app you're on your way (next chapter).
3. Drive to the store and follow the **Pickup** signs to a numbered **Curbside Pickup** parking spot.
4. Tell the app you've parked, and which spot you're in.
5. An associate brings out your order. Mention any substitutes you don't want. Pop the trunk, or ask them to put the bags wherever is easiest for you.

WHAT THIS DOES FOR YOU

Never leave your car

On an icy January morning, or with a sore back, that's a real gift. You don't push a cart, you don't stand in line, and you don't lift bags into the trunk. Many people find pickup also helps them spend less, because there's no wandering past the impulse buys.

TIP

Pickup hours vary

Each store sets its own pickup times. You'll only see the windows your store offers when you reserve. Early mornings are often the quietest.

CHAPTER 15

Checking In: “I'm on My Way” and “I've Parked”

Checking in is how the store knows to bring your order out. You can do it in the app, from the Ready for Pickup email, or from the link in Walmart's text message.

Check in with the app

1. When you're ready to leave home, open the Walmart app. Your pickup order shows near the top of the home screen, or under **Account > Purchase History**.
2. Tap **I'm on my way**. This lets the store know to get your order ready for you.
3. Drive to the store. Please don't tap anything while driving.
4. Park in a **Curbside Pickup** spot.
5. Tap **I've parked**.
6. Enter your **parking spot number** and your **vehicle color**.
7. Wait in your car. An associate will bring your order out.

TIP

If the app won't check you in

No signal, phone battery low, button not working? Just park in a Curbside Pickup spot and call the phone number on the parking sign (it's also in your confirmation email). Tell them your name and spot number. That's all it takes.

STAY SAFE

Let a passenger do the tapping

Tap **I'm on my way** before you pull out of your driveway, and **I've parked** after the car is in park. If someone's riding with you, hand them the phone. Nothing in this app is worth a glance away from the road.

Without a smartphone?

You can place the order on a computer and check in from the Ready for Pickup email or text, or simply call the number on the pickup sign when you arrive.

CHAPTER 16

Running Late, Delays and Sending Someone Else

Life happens. Here's how to handle the three most common pickup hiccups.

If you're running late

Walmart's help pages say that for a pickup window that ends before 8 p.m., you can still check in by 8 p.m. local time that day. If you can't make it, reschedule or cancel and reorder from Purchase History. Orders that are never picked up are canceled the next day and the card hold is released. Frozen and cold items are kept at the right temperature until then.

If the order isn't ready

Wait until you get the Ready for Pickup notice, and check in both before you leave and when you arrive. If you're still waiting, call the store or use **Chat with us**.

Sending a friend or family member

1. At checkout (or afterward, from **Purchase History**), find **Pickup person** and tap **Edit**.
2. Enter their name and email address.
3. Walmart uses that email to send them the pickup details, so they don't need your Walmart account or password.

FROM BILL

A gift from far away

Here's an idea for families. A grown child in another state can order groceries on their own Walmart account, choose Mom's local store for pickup, and list a neighbor or Mom herself as the pickup person. Or they can choose delivery to Mom's address. It's a practical way to help from a distance.

PART 5

Delivery to Your Door

What delivery costs, how delivery windows and Express work, telling the driver exactly where to go, tipping fairly, and what to do when a delivery goes sideways.

CHAPTER 17

Delivery Fees, Minimums and Time Windows

With delivery, a local driver picks up your order at the store and brings it to your home. Walmart uses local, independent delivery drivers for this. You choose a time window, and the app keeps you posted as the order is gathered, picked up and on its way.

What delivery costs

Situation	What you pay
Without Walmart+	A delivery fee of about **$7.95 to $9.95**, shown at checkout.
With Walmart+, order $35 or more	**No delivery fee.**
With Walmart+, order under $35	A minimum order fee of **$6.99**.
Tip	Optional, and 100% goes to the driver.

The exact fee always shows in the app before you pay. If it's higher than you expected, consider switching to pickup, which is free on orders of $35 or more.

Choosing a delivery window

1. Tap **How do you want your items?** and choose **Delivery**.
2. Check that your home address shows.
3. Pick a day and a time window that suits you.
4. Shop, then check out before the deadline the app shows.

GOOD TO KNOW

How long the driver takes

Walmart's help pages say that once a driver picks up your order, delivery can take up to two hours. You can follow along on the order's tracking screen in Purchase History.

WHAT THIS DOES FOR YOU

A lifeline in winter

For anyone who no longer drives, or who'd rather not on snowy roads, delivery turns a weekly chore into a knock on the door. Pair it with the pharmacy delivery in *Ready Notices, Pickup and Prescription Delivery* (Chapter 27) and many weeks you won't need a ride at all.

CHAPTER 18

Express and Faster Delivery

Need something today, and soon? Many stores offer **Express** delivery for an extra fee. It's handy for the forgotten ingredient, a sudden cold, or a last-minute guest.

What Express costs

Who	Express fee
Without Walmart+	A **$10** Express fee *on top of* the regular delivery fee — about $17.95 to $19.95 in all.
With Walmart+	Just the **$10** Express fee.

Some areas also offer other quick options, such as a “3 hr. or less” delivery with its own fee, or, in a few places, drone delivery. You'll only see the options your address can get, and the app shows the price and the estimated arrival time before you choose.

How to choose Express

1. Fill your cart for delivery as usual.
2. When you choose your time, look for an **Express** option, if your store offers it.
3. Check the extra fee and the estimated time, then check out.

> **FROM BILL**
>
> **Is Express worth it?**
>
> For a true need — a thermometer, cold medicine, something for supper tonight — sure. For a regular weekly order, I'd plan a day ahead and save the money. Express orders also can't have their address changed after you order, so double-check it before you pay.

CHAPTER 19

Delivery Instructions and Leaving It at the Door

The single best thing you can do for smooth deliveries is give the driver good instructions. A gate code, “side door, please,” or “ring the bell and wait — I'm slow getting to the door” saves everyone trouble.

Add delivery instructions

1. At checkout, on the review screen, find the delivery address and tap **Add** next to delivery instructions.
2. Choose your property type: house, apartment, business or other.
3. Add any gate or call-box code.
4. Type a short note for the driver — which door, where to set the bags, anything special.
5. Tap **Save**.

Leave it, or hand it to me?

Option	What happens
Leave at my door	Unattended delivery. The driver sets your order down, takes a photo, and goes. You don't need to be home.
I'll sign for my order	Someone must be home to give a PIN or signature.

Some higher-value orders require a **four-digit PIN** no matter what; Walmart tells you at checkout. You'll find the PIN in the order details under the tracking bar. If someone else will be answering the door, give them the PIN.

TIP

Cold food and warm porches

If you choose Leave at my door, plan to bring things in soon after the app says it's been delivered, especially milk, meat and frozen foods. Turn on notifications so you know the moment it arrives.

STAY SAFE

Nobody needs to come inside

Regular Walmart delivery drivers leave your order at the door or hand it to you there. If you can't manage the bags, it's fine to ask in your instructions for them to be set inside the storm door or by the step — but you never have to let a stranger into your home. (Walmart's separate InHome service, available in limited areas, works differently and is set up deliberately by the customer.)

CHAPTER 20

Tipping Your Driver

Tipping is optional, but it's a kind way to thank someone who carried your groceries to your door, often in bad weather. Walmart says **100% of tips go to the driver**.

When you can tip

- **At checkout**, before you place the order.
- **Change it** for up to **3 hours** after delivery — up or down, if the service was better or worse than you expected.
- **Add an extra tip** from 3 to 24 hours after delivery.
- **Forgot to tip at checkout?** You have up to **14 days** to add one.

Add or change a tip

1. Go to **Account > Purchase History**.
2. Tap the delivery order.
3. Tap **Add tip** or **Add extra tip**. (If you don't see the button, that order can't be tipped anymore.)
4. Choose an amount and confirm.

GOOD TO KNOW

How much to tip

Walmart doesn't set a rule, and neither will I. Many people tip a few dollars on a small order and more for a big, heavy order, bad weather, or stairs. Tip what feels fair to you; it's your money and your choice.

SCAM ALERT

Drivers never ask for tips in cash apps

A real driver won't text you asking for a tip through Venmo, Zelle or Cash App, or ask for your card number. Tips go only through the Walmart app. If someone asks otherwise, decline and tell Walmart through **Chat with us**.

CHAPTER 21

When a Delivery Goes Wrong

Most deliveries go smoothly. When one doesn't, Walmart usually offers a choice right in the app.

If your delivery is running late

If a scheduled delivery is delayed, Walmart may send a text or app notification offering to switch it to **pickup within 24 hours**. If you accept, the delivery fee and tip are refunded.

If the driver couldn't deliver

If the driver had to take your order back, you may get an email and app notification with three choices: **reschedule** the delivery, **convert to pickup** within 24 hours, or **cancel**.

If you need to change the address

You can change the delivery address **once**, yourself, before a driver is on the way — Customer Care can't do it for you. Open the order, tap **Edit** next to the address, choose the new one, and confirm with your card's security code. It isn't allowed for Express orders, or if you paid with more than one payment type or anything other than a credit card.

> **TIP**
>
> **Check the photo first**
>
> For “it says delivered but I don't have it,” open the order and look at the delivery photo before anything else. Then see *Missing, Wrong or Damaged Items* (Chapter 13) for what to do next.

PART 6

Walmart+ and Walmart+ Assist

What Walmart's paid membership costs and includes, the half-price version for people on government assistance, and how to try it, pause it or cancel it without surprises.

CHAPTER 22

What Walmart+ Costs and What You Get

Walmart+ is Walmart's paid membership, a little like Amazon Prime. You don't need it to shop, use pickup, or even get delivery. It mainly pays off if you have groceries **delivered** often.

The price

Plan	Cost
Monthly	**$12.95** a month, plus tax.
Yearly	**$98** a year, plus tax (works out to about $8.17 a month).
Walmart+ Assist	**$49** a year or **$6.47** a month for qualifying government assistance recipients (next chapter).
With Sam's Club Plus	A combined membership, launched in October 2026, for **$120** a year.

The main benefits

- **Free delivery from your store** on orders of $35 or more (a $6.99 fee under $35).
- **Lower Express fees** — $10 instead of $17.95 to $19.95.
- **Free shipping** with no order minimum on items sold by Walmart (most Marketplace items are excluded).
- **Free prescription delivery** with no minimum, where available.
- **Video Streaming Choice:** Peacock Premium or Paramount+ Essential, both with ads. You pick one, and can switch once every 90 days.
- **Gas savings** of 10 cents a gallon at Walmart, Murphy, Exxon, Mobil and CITGO stations that take part.
- **Free returns from home**, **Scan & Go** in stores, early access to some deals, and 25 free photo prints a month.

FROM BILL

Do the simple math

If you'd pay a $7.95 to $9.95 delivery fee most weeks, Walmart+ pays for itself in about a month's worth of deliveries — and a bit faster if you'd use the streaming too. If you mostly do free curbside pickup and don't care about streaming, you may not need it at all. There's no wrong answer.

TIP

Already pay for Peacock or Paramount+?

Check before you double-pay. If you already subscribe directly, Walmart says you need to cancel that subscription and let it run out before linking the Walmart+ version. My Streaming Services Explained guide covers the streaming side in more depth.

CHAPTER 23

Walmart+ Assist: Half Price If You Qualify

Walmart+ Assist gives you every Walmart+ benefit for half price — **$49 a year or $6.47 a month**, plus tax — if you receive certain kinds of government assistance.

Programs that qualify

Walmart lists these, among others: **SNAP**, **Medicaid**, **SSI**, **WIC**, **TANF** (and Tribal TANF), **LIHEAP** energy help, Federal Public Housing Assistance, the **Veterans and Survivors Pension**, the National School Lunch Program, Federal Pell Grants, and several tribal programs. Walmart notes that not every government program qualifies.

How to sign up

1. Go to **walmart.com/plus** (type it yourself) and choose **Qualify for gov asst? Save 50%**, then **Try Walmart+ Assist**. In the app, you can reach Walmart+ from your Account.
2. Sign in to your Walmart account.
3. Walmart sends you to a company called **SheerID** to confirm you qualify. Answer its questions; it may ask for a document, such as a benefits letter.
4. Once approved, you're sent back to Walmart to finish signing up and choose monthly or yearly.

GOOD TO KNOW

Good things to know

Walmart says there's no credit check and no effect on your government benefits. You stay verified for one year, and Walmart checks your eligibility again each year to renew. If you already pay full price for Walmart+, you can switch to Assist.

SCAM ALERT

Nobody calls to sign you up

Walmart+ Assist is something *you* apply for on walmart.com. If someone calls or texts offering to “enroll you in discounted Walmart+” and asks for your SNAP card number, PIN, Social Security number or a gift card, it's a scam. Hang up.

WHAT THIS DOES FOR YOU

Delivery and streaming on a fixed income

For a household on a tight budget, $49 a year brings free grocery delivery on $35 orders, free prescription delivery, and a streaming service — for less than many single streaming services cost on their own.

CHAPTER 24

Trying, Pausing and Canceling Walmart+

Walmart+ renews automatically, so it pays to know where the controls are before you join.

The trial

As of November 2026, walmart.com/plus offers **30 days for $1.00**; the Walmart+ Assist page offers a **free 30-day trial**. After the trial, your membership renews automatically at the plan you chose. Offers change, so read the sign-up screen carefully.

> TIP
>
> **Set a reminder**
>
> When you start a trial, put a note on your calendar a few days before it ends. Walmart also offers a **Remind Me Later** email three days before renewal. That way you decide calmly, instead of finding a charge on your statement.

Pause instead of cancel

Traveling for a month, or in the hospital? Paid members can **pause** one month at a time, up to three times a year (not during a trial). You aren't billed while paused, and you don't get benefits. Go to **Account > Walmart+ > Manage Membership**, tap **Manage** next to your Walmart+ plan, then **Pause**. You can resume any time.

Cancel

1. Go to **Account > Walmart+** in the app, or your account on walmart.com.
2. Tap **Manage membership**.
3. Tap **Manage** next to your Walmart+ plan.
4. Tap **Cancel** next to **Cancel membership**.
5. Walmart may show you an offer to stay. If you still want to cancel, tap **Confirm cancellation**.

HEADS UP

No refunds for unused time

Walmart says it doesn't offer refunds on Walmart+. When you cancel, you generally keep benefits to the end of the period you've paid for. A yearly plan is cheaper, but only choose it if you're fairly sure you'll use it all year. You can switch from monthly to yearly later, but not from yearly back to monthly.

PART 7

The Walmart Pharmacy in the App

Linking your prescriptions to the app, refilling with a few taps or a quick scan of the bottle, knowing when it's ready, and having prescriptions delivered.

CHAPTER 25

Setting Up the Pharmacy in Your App

If you fill prescriptions at a Walmart pharmacy, the app can save you phone calls and trips to the counter. First you connect your pharmacy record to your Walmart account. Because this is health information, Walmart checks that you're really you.

Connect your pharmacy account

1. Make sure you're signed in to the Walmart app.
2. Tap **Services**, then **Pharmacy**.
3. Tap **Get started**.
4. Enter your legal name (as it appears at the pharmacy), phone number and date of birth, then tap **Continue**.
5. Confirm your identity. If you get pharmacy texts, Walmart sends a one-time code; otherwise you answer a few short security questions.
6. Create a **4-digit pharmacy PIN**. You'll use it (or Face ID or a fingerprint, if your phone offers it) each time you open the pharmacy section.

Once you're in, you'll see options to refill prescriptions, view your pharmacy history for the past two years, transfer prescriptions from another pharmacy, manage family members (and pets), and add insurance.

TIP

If it says “We couldn't verify your identity”

That usually means a small mismatch — a middle initial, an old phone number. The pharmacy staff at your store can check what's on file. Walmart's website also notes that for full pharmacy services, the phone app works best.

HEADS UP

Keep your pharmacy PIN private

Don't use your birthday or 1234, and don't share the PIN with anyone who calls you. Walmart pharmacy staff won't phone you asking for it.

CHAPTER 26

Refilling a Prescription

There are two easy ways to refill in the app: pick from your list, or scan the barcode on the bottle.

Refill from your list

1. Open the app and tap **Services > Pharmacy**.
2. Enter your 4-digit PIN (or use Face ID or your fingerprint).
3. Tap **Refill Prescriptions**.
4. Check the box next to each prescription you need.
5. Tap **Continue** and review the order. To change how you pay, tap **Edit** next to Payment.
6. Tap **Place Order**.

Scan the bottle

1. Tap **Services > Pharmacy** and enter your PIN.
2. Tap **Scan to refill**.
3. Point your phone's camera at the barcode on the side of the prescription bottle.
4. Enter your date of birth and tap **Confirm**.
5. Add another prescription, or tap **Continue**, review, and tap **Place Order**.

WHAT THIS DOES FOR YOU

No more reading tiny numbers over the phone

Scanning the bottle means you don't have to read a long prescription number to an automated phone line. And you can check a refill's status any time — it shows right under each prescription's name, such as “Ready for refill.”

GOOD TO KNOW

No refills left?

If a prescription has no refills remaining, the pharmacy needs a new prescription from your doctor. You can also ask the pharmacy staff to contact your doctor's office for you. My Pharmacy Apps & Prescription Refills guide compares this with other pharmacies.

CHAPTER 27

Ready Notices, Pickup and Prescription Delivery

Knowing when it's ready

Walmart's pharmacy can text you when a prescription is ready. Those texts come from the short number **85166**. If you aren't getting them, text **HELP** to 85166, and check that the number isn't blocked on your phone. You can also see the status in the app or call your store's pharmacy.

Picking it up

Pick up at your store's pharmacy as usual. Bring your photo ID; for some medicines the pharmacist will ask for it. If you have questions about a new medicine, this is the perfect moment to ask.

Prescription delivery

Once a prescription is ready, the app may offer **delivery**. You add it to your cart and choose:

Option	How it works
Scheduled Delivery	You pick a time window, like a grocery delivery. It's left at your door, or you can choose to sign for it.
Unscheduled Delivery	Sent by a national carrier. Some prescriptions need an adult signature.

Walmart+ members get prescription delivery free with no order minimum. Without Walmart+, there's a delivery fee, shown before you pay. Some medicines can't be delivered, including controlled substances, some refrigerated or compounded medicines, and products containing pseudoephedrine. Track a delivery in **Account > Purchase History**.

SCAM ALERT

Fake “pharmacy” texts

Be wary of texts saying your prescription is “on hold” until you pay a fee through a link, or offering cheap medicine with no prescription. Check your prescription's status in the Walmart app itself, or call your store's pharmacy using the number on your bottle.

PART 8

Returns, Paying Safely and Avoiding Scams

How long you have to return things and the easiest ways to do it, how to pay in the app and at the register, why gift cards need extra care, and the fake “Walmart” messages to ignore.

CHAPTER 28

Walmart's Return Rules

Walmart's return policy is generous, and returning something bought in the app is usually easy. Here are the time limits worth knowing.

What you bought	How long you have
Most items	**90 days**.
Items from Marketplace sellers	Usually **30 days**, and the seller's own policy applies.
Most electronics bought in a store	**30 days**.
Cell phones bought in a store	**14 days**.
Holiday purchases	Most items bought **October 1 to December 31** can be returned until **January 31**.

For anything bought online, the exact last day to return shows on the order in **Purchase History**. That's the date to trust.

TIP

Lost the receipt?

If you paid in the app or online, your receipt lives in Purchase History. For a store purchase without a receipt, Walmart's help pages say to bring a government photo ID; you may be offered an exchange or a gift card rather than cash.

GOOD TO KNOW

Damaged, wrong or not as described?

Start the return in Purchase History and choose the reason that fits. For a missing or wrong item in a grocery order, see *Missing, Wrong or Damaged Items* (Chapter 13) instead — you often don't need to return anything.

CHAPTER 29

How to Return Something and Get Your Refund

Start the return in the app

1. Go to **Account > Purchase History** and tap **View details** on the order.
2. Tap **Start a return**.
3. Check the box next to each item you're returning, and tap **Continue**.
4. Choose a reason, then choose a **refund** or a **replacement**.
5. Choose how you'll return it (see the table below), then tap **Submit**.

Method	How it works
Return to a store	Take the item to the store's service desk. No repacking needed — bring the barcode shown in the app or the return email.
Pickup from home	Walmart+ members, in many areas. Walmart's own pickup needs no box or label, but you must be home to hand it over. FedEx pickup needs a printed label, but you don't have to be home.
Mail it	Print the label Walmart emails you and drop the package at USPS or FedEx.
FedEx drop-off	Take it to a FedEx location; no label printing required.

When the money comes back

You paid with	Refund timing
Credit or debit card, PayPal, Pay by Bank	Up to 7 days.
Gift card, Walmart Cash, EBT/SNAP, benefit cards	Within about 3 hours.

WHAT THIS DOES FOR YOU

No printer, no problem

If you don't have a printer, choose the store return (just show the barcode on your phone) or a FedEx drop-off. Walmart+ members who can be home can have it picked up right from the front door, with no box needed.

CHAPTER 30

Paying in the App, Walmart Pay and Gift Cards

Ways to pay online

Walmart accepts credit and debit cards, PayPal, Walmart gift cards, EBT in participating states, HSA and FSA cards, some health plan benefit cards, and Pay by Bank. Your saved cards live in your **Wallet**.

1. Go to **Account** and tap the **Settings** gear at the top right, then **Wallet**.
2. Tap **Add new payment method**.
3. Enter the card details and tap **Save card**.

Walmart Pay at the register

Walmart Pay lets you pay in the store with the app and the cards in your Wallet. Go through any checkout lane as usual. When it's time to pay, open Walmart Pay in the app (or your phone's camera) and hold your phone over the **QR code** on the register screen. You'll hear a chime, and your receipt is saved in the app instead of printed.

GOOD TO KNOW

Where Walmart Pay doesn't work

It doesn't work at Walmart fuel pumps or Murphy USA, doesn't give cash back, and isn't used at Sam's Club. If you use SNAP or WIC, use those at the register before Walmart Pay.

Gift cards: treat them like cash

Walmart gift cards are great presents. But to a scammer, a gift card is the perfect way to steal money, because once someone has the card number and PIN, the money is gone. Walmart's terms say gift cards aren't replaced if lost or stolen, and Walmart isn't responsible if you give the number and PIN to someone else.

SCAM ALERT

Nobody legitimate wants to be paid in gift cards

Not the IRS, not Social Security, not the police, not your power company, not Walmart, and not “tech support.” Walmart says plainly that you will never be asked to pay utility bills, bail or other bills with Walmart gift cards. If anyone asks you to buy gift cards and read them the numbers — or send a photo of the back — it is a scam, every time. Stop and call someone you trust.

CHAPTER 31

Scams That Pretend to Be Walmart

Because nearly everyone shops at Walmart, scammers love to use its name. The good news: their tricks repeat. Learn these and you'll spot them right away.

The common ones

If you see…	The truth
“You've won a $500 Walmart gift card!”	Fake. You can't win a contest you didn't enter, and Walmart doesn't notify winners by text.
“Take our 2-minute survey for a reward”	Treat it as fake. Walmart warns not to click ads or websites offering free gift cards.
“Your order is on hold — confirm your card”	Fake. Check Purchase History in the app yourself.
“Suspicious purchase on your Walmart account. Call us.”	Fake. Don't call the number in the message.
A product recall text	Walmart says it doesn't text about recalls.
“Pay this bill with Walmart gift cards”	Always a scam.

How real Walmart texts work

Walmart's order texts in the U.S. come from the short codes **61746** and **68494**, and pharmacy texts from **85166**. A text from a regular ten-digit number or an email address claiming to be Walmart deserves extra suspicion. Even a real-looking short code doesn't prove a link is safe, so the safest habit is the same every time: **don't tap links in messages — open the Walmart app yourself and look.**

SCAM ALERT

The fake customer service number

Scammers buy ads and post fake “Walmart support” numbers online. If an agent asks you to install an app on your computer, buy gift cards, or move money, hang up. Walmart's real number is **1-800-WALMART (1-800-925-6278)**, and the safest help is **Chat with us** inside the app.

FROM BILL

When something gives you that twinge

If a message makes you feel rushed, excited or scared, that feeling is your warning sign. Put the phone down, make a cup of coffee, and check in the real app. A real order problem will still be there in ten minutes. A scam won't survive the pause.

CHAPTER 32

Protecting Your Account and Reporting Problems

Lock your account down

- **Use a strong password** you don't use anywhere else.
- **Turn on two-factor authentication** or a **passkey**: go to **Account**, then your personal info or sign-in settings. Two-factor sends a one-time code to your phone or email when you sign in.
- **Never share a sign-in code.** Walmart texts you a code to prove it's you. Anyone who asks you to read it to them is trying to get into your account.
- **Keep the app updated** through the App Store or Play Store.

If you see a charge or order you don't recognize

1. Open the app or walmart.com and use **Chat with us**. Type “Unauthorized Charges.”
2. Change your Walmart password right away.
3. Remove saved cards you don't use, and call your bank using the number on the back of your card.
4. If you used the same password anywhere else, change it there too.

Where to report a Walmart scam

What happened	Who to tell
A fake Walmart email	Send it **as an attachment** (not just forwarded) to **OnlineAbuse@walmart.com**, then delete it.
A gift card scam	Call Walmart's gift card line at **1-888-537-5503** right away, and keep the card and receipt.
Any scam	Report it to the FTC at **reportfraud.ftc.gov**. If money was lost, also call your bank and local police.
Need a second opinion	Bill's Home Tech: **(330) 200-8042**.

TIP

Not sure how to send an email as an attachment?

It's a little fiddly on a phone. Simply reporting the scam to the FTC and deleting the message is perfectly fine. Or give me a call and we'll do it together.

PART 9

When to Call Bill & Your Cheat-Sheet

An honest word about when a helping hand makes sense — and a one-page summary of the Walmart app essentials to keep handy.

CHAPTER 33

When to Call Bill

This guide should carry you through nearly everything the Walmart app asks of you. But some things are simply easier with someone beside you, and there's no shame in that at all. Here's when I'd suggest picking up the phone.

Give me a call when

- **You'd like help with your first order** — setting your store, reserving a time, and walking through checkout together.
- **You want to set up the pharmacy** in the app and the identity check isn't cooperating.
- **You're deciding on Walmart+ or Walmart+ Assist** and want to talk through whether it makes sense for how you shop.
- **A text, email or call claiming to be Walmart** has you uneasy.
- **You think you may have been scammed**, or you see charges you don't recognize. Call quickly, and without any embarrassment.
- **You're setting things up for a parent** — their store, their address, a pickup person, and a safe way to share.
- **The words are too small, the buttons too fiddly**, and you'd like your phone set up to be easier to use.

FROM BILL

How I like to help

I'm Bill, and I've spent 30+ years in technology, helping folks right here in Portage County, Ohio. I don't rush, I don't talk down to anyone, and there's no such thing as a silly question. My help is **$49 remote · $99 in your home**. Call **(330) 200-8042** or book a time at **billshometech.com/book**. If I'm with another customer, Sophie, my AI receptionist, will answer and make sure I get back to you.

STAY SAFE

Asking first is the smart move

Checking with someone you trust before you act on an urgent message is exactly what careful people do. Scammers count on you being alone and in a hurry. A quick call takes that away from them.

Thank you for reading. You now know how to order, pick up, get delivery, handle substitutions, refill prescriptions, return things, and spot the fakes. Take it one order at a time, and don't be a stranger.

— Bill

CHAPTER 34

Your Walmart App Cheat-Sheet

The essentials on one page. Keep a copy by the phone or on the fridge.

Where things are

To find…	Go to…
Your orders, tips, returns	Account > Purchase History
Pickup or delivery, and your store	“How do you want your items?” at the top of the home screen
Pharmacy refills	Services > Pharmacy > PIN > Refill Prescriptions (or Scan to refill)
Walmart+ settings	Account > Walmart+ > Manage membership
Saved cards	Account > Settings gear > Wallet
Help	Chat with us in the app, or 1-800-WALMART (1-800-925-6278)

The numbers to remember

- Pickup: **free** on orders of $35 or more.
- Delivery: about **$7.95–$9.95**; free with Walmart+ on $35 or more ($6.99 under $35).
- Walmart+: **$12.95** a month or **$98** a year. Walmart+ Assist: **$49** a year or **$6.47** a month.
- Tips: change within **3 hours** of delivery; add one for up to **14 days**.
- Returns: most items **90 days**; Marketplace and store electronics **30**; holiday buys until **January 31**.

Pickup check-in

1. Wait for **Ready for Pickup**.
2. Tap **I'm on my way** before you leave.
3. Park in a **Curbside Pickup** spot and tap **I've parked**.
4. Enter your spot number and car color. Stay in the car.

Always a scam

If you hear…	It's…
“You won a Walmart gift card.”	Fake — you didn't enter.

If you hear…	It's…
“Pay with Walmart gift cards.”	Always a scam.
“Read me the code we just texted you.”	Always a scam.
“Your order is on hold — tap to confirm your card.”	Fake — check the app yourself.

Report it

- Fake Walmart email: attach it to **OnlineAbuse@walmart.com**.
- Gift card scam: **1-888-537-5503**.
- Any scam: **reportfraud.ftc.gov**.
- Bill's Home Tech: **(330) 200-8042** · billshometech.com/book · $49 remote · $99 in your home.

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