

Dear Ali Khan,

Thank you for reaching out to Walmart Customer Service.

We sincerely apologize for the inconvenience you've experienced with the "HP Pavilion Laptop (Serial number: ABCDEFGHIJKLMNOP)" and are committed to assisting you with your return and refund process.

We appreciate you providing your order number (#12345) and attaching the invoice for our reference. Your detailed information will help expedite the process.

To initiate the return and refund process, please follow these steps:

1. Reply to this email with your confirmation to proceed with the return.
2. Prepare the laptop for return in its original packaging, if available, along with all included accessories.
3. Our customer service team will email you a prepaid return label.
4. Attach the label to the package and drop it off at your nearest authorized shipping location.

Once we receive the returned item, we will process your refund promptly. Please note that it may take up to 7 business days for the refund to appear in your account.

Regarding our return policy, items can be returned within 30 days of purchase for a full refund. Since you are returning the laptop within this period, you are eligible for a refund. However, if the damage to the laptop occurred after you received it, we would like to assess the situation further, so please provide us with more details.

We appreciate your understanding, and your satisfaction is our priority. If you have any additional information to share or if you need further assistance throughout the return and refund process, please do not hesitate to let us know.

Thank you for choosing Walmart, and we value your business.

Best regards,

Bilal Mughal

Walmart Customer Service Team