



How will I know if my item hit the goal?

Keep checking [Walmart.com/netflix](https://www.walmart.com/netflix) to monitor the percentage to goal for each item.

When will I get my purchase?

The shipping date for each item can be found in your Walmart account.

How do I vote?

You will need to preorder the item and complete the purchase in your cart to cast your vote and reserve the item.

How many times can I vote?

Each vote represents a preorder purchased. You can purchase up to 5 of each item. You can vote via the "Preorder to Vote" button or by increasing the quantity in your cart. Your vote is not counted unless you complete the preorder purchase and check out.

Will I know if my item doesn't hit the goal?

If your item doesn't reach the goal, you will receive a cancellation email.

If I love an item, how can I help it reach the goal?

Tell all your friends! There are share buttons for every social media platform and email included to make it easy to share your favorites.

When is my credit card charged?

Your credit card will be charged when the items ship to you. Authorization holds, also known as pending charges or pre-auths, allow us to verify that there are enough funds available before your order ships. Walmart doesn't send a full charge to your bank until we ship your items, so you may see more than one authorization, sometimes for the same amount. Once your financial institution approves the authorization, we immediately send a release of the authorized funds. It may take up to 7 days for the authorization hold to fall off your account.

Can I cancel my order?

You can cancel your order before it ships.

What forms of payment are accepted?

Debit cards

Credit cards

Gift cards*

Capital One® Walmart Rewards® Card

Electronic Benefits Transfer

Alaska, Montana and Louisiana do not support EBT online.

How are refunds issued?

Walmart.com returns submitted in-store or by mail are refunded to your original method of payment. Outbound shipping charges, such as regular and freight shipping, are not always refunded upon return.

Debit or Credit Card

Debit and credit card refunds may take up to 10 business days. If your purchase was made using a debit or credit card, your refund will be issued to the same card. If the original card is not present and is not available by scanning the receipt, your refund will be processed onto a Walmart shopping card or gift card. If your purchase was a debit transaction, the refund will be placed back on the debit card, if available, or cash can be provided.

Who should I contact if I have additional questions/technical issues?

For technical questions: Email fanselectsupport@breaktimemedia.com. For order questions: Visit [Walmart.com/help](https://www.walmart.com/help).

I want to go back and vote/preorder new items, where should I go?

<https://www.walmart.com/cp/netflix/6920835>

*You cannot use a gift card to purchase another gift card.