

How to Fix Walmart's "The User Trying to Submit Review is Opted Out" Error

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Quick answer

Leaving product reviews is an essential part of online shopping, allowing customers to share their experiences and help others make informed purchasing decisions. However, many Walmart shoppers have reported encountering a frustrating error message: "The User Trying to Submit Review is Opted Out."

Leaving product reviews is an essential part of online shopping, allowing customers to share their experiences and help others make informed purchasing decisions. However, many Walmart shoppers have reported encountering a frustrating error message: "The User Trying to Submit Review is Opted Out." This issue prevents them from submitting product reviews, leading to confusion and dissatisfaction. In this detailed article, we will check what this error means, why it occurs, and how to resolve it using simple and effective troubleshooting methods. Whether it is a system glitch, account settings issue, or an intentional restriction, this guide will help you understand and fix the problem.

What Does "Opted Out" Mean?

This error message indicates that Walmart's system has flagged your account as being ineligible to submit product reviews. This could be due to privacy settings, an account restriction, or even a temporary system-wide issue affecting review submissions. While some users intentionally opt out of Walmart's review system, many experience this issue unexpectedly without making any changes to their account settings.

Common Reasons for This Error

Privacy Settings Restricting Reviews

Walmart allows users to manage their data-sharing preferences. If you have previously changed your privacy settings, you may have inadvertently opted out of the review system.

Account Flagged for Suspicious Activity

Walmart uses automated algorithms to detect unusual behavior, such as frequent login attempts from multiple devices or rapid purchases and reviews. If flagged, your account may temporarily lose the ability to post reviews.

Technical Issues with Walmart's Website or App

Many users report encountering this issue across multiple devices and browsers, suggesting that it could be due to a system-wide glitch rather than individual account settings.

Temporary Review Restrictions by Walmart

Walmart occasionally disables review submissions during system maintenance or when addressing suspected fraudulent activity. This can affect all users, regardless of their account status.

Using Multiple Walmart Accounts

If you have created multiple Walmart accounts or recently switched between them, the system may prevent you from submitting reviews as a security measure.

Cookie and Cache Conflicts

Outdated cookies and cached data in your browser or app can interfere with Walmart's review system, leading to unexpected errors.

Step-by-Step Solutions to Fix the Error

1. Check and Update Your Walmart Account Settings

- Log into your Walmart account.
- Navigate to "Account Settings."
- Look for "Privacy Settings" or "Communications Preferences."
- Ensure that you have enabled participation in Walmart's review system.
- Save any changes and log out of your account.
- Wait a few hours before trying to submit a review again.

2. Clear Browser Cache and Cookies

- Go to your browser settings and clear cache and cookies for Walmart.com.
- Restart your browser and log back into your Walmart account.
- Try submitting a review again to see if the error persists.

3. Test Across Different Browsers and Devices

- If the error occurs on one browser, try switching to another (e.g., Chrome, Firefox, Edge, or Safari).
- Try submitting a review using the Walmart mobile app instead of the desktop site.
- If using a mobile device, switch between Wi-Fi and mobile data to see if network restrictions are causing the issue.

4. Log Out and Back In

- Sign out of your Walmart account on all devices.
- Restart your browser or app.
- Log back in and attempt to submit a review again.

5. Contact Walmart Customer Support

If the above solutions do not work, you may need to reach out to Walmart's support team:

- Live Chat: Available on Walmart's website for quick assistance.
- Phone Support: Call Walmart's customer service at 1-800-925-6278 and request help with account-related issues.
- Email Support: Send a detailed email to customer.service@walmart.com, including a screenshot of the error and the steps you have already taken to resolve it.

- Social Media Support: Tweet @WalmartHelp or message Walmart's official Facebook page for assistance.

6. Wait for Walmart to Fix the Issue

If multiple users are experiencing the same problem, it is likely a system-wide issue. Walmart may resolve it in a few hours or days. You can check for updates by searching online forums, social media, or Walmart's customer service pages.

Alternative Ways to Share Your Review

If you cannot resolve the error but still want to share your experience, consider these alternatives:

- Use Walmart's Q&A Section: Instead of a review, answer a question about the product on its listing.
- Post on Social Media or Review Websites: Share your feedback on platforms like Twitter, Facebook, or third-party review sites.
- Contact the Manufacturer Directly: Many brands appreciate direct feedback and may even offer assistance if you had issues with a product.

Conclusion

The "The User Trying to Submit Review is Opted Out" error can be frustrating, but it is often fixable with simple troubleshooting steps. Start by checking your account settings, clearing your browser cache, and testing different devices. If the issue persists, Walmart's customer support team may be able to help resolve the problem. By following this guide, you can regain access to Walmart's review system and continue sharing valuable feedback to help other shoppers. If you encounter new insights or solutions, feel free to share them with the Walmart community so others can benefit from your experience.