

DoorDash:

Summary

At a high level, DoorDash is working to foster a mutually beneficial relationship between Merchants and DoorDash with the goal of ensuring great customer experiences through reduction of low 'quality' deliveries. When consumers experience an issue with the accuracy of their order and report this to DoorDash, the goal is to share this data with our Merchant partners and share in the overall refunds given to our customers.

This allows Merchants to use these charges as a discovery mechanism to realize the opportunity cost of low quality deliveries and ultimately reduce errors through operational and product changes.

How does DoorDash determine whether a refund is charged back to a Merchant?

How does DoorDash determine the amount that is charged back and/or refunded?

Depending on the reason for the credit or refund offered to the customer, DoorDash may charge up to 100% of the value (inclusive of Item Costs, Service Fees, Delivery Fees, and Tax) back to the restaurant. Our main priorities are to maintain customer satisfaction, encourage customers to continue ordering from the merchant, and limit any customer abuse of our Credits & Refunds policy.

To determine the specific amount we use the following general rules*:

- For items in the order that are marked missing (e.g. missing a dessert), customers may be refunded and merchants may be charged up to 100% of the value for that item(s)
- Where only part of the item is missing (e.g. fries in a combo meal), the charge may be up to 50% of the value for that item(s)
- For items marked as "incorrect", the charge may be up to 50% of the item

**These rules are subject to change as we work to find the right balance of maintaining customer satisfaction and merchant feedback*

How can I review order accuracy errors?

Merchants can access their Error Report from the Dashboard of their Merchant Portal for a selected timeframe. The report exports as a .csv file, so it is viewable across devices.

Is DoorDash doing anything to inhibit customers or dashers who try to take advantage of the system?

DoorDash has a team dedicated to identifying and reducing abuse across the platform for both consumers and dashers. The following rules are meant to protect Merchants specifically:

- The large majority of abuse on the platform is committed by First-time Users. Those users are **always excluded** from our chargeback policy, and DoorDash covers those costs
- Users who are identified as abusers of our credits and refunds policy are banned from using our in-app tools and must contact an agent to discuss their particular situation
- When customers consistently request a high # of refunds, they are given a badge. Once they have the badge they are prevented from getting any kind of credit or refund in the future without escalating directly to our support team
- We have launched two factor authentications to aid in preventing fraudulent customers from joining in the first place
- Data shows Driver fraud is very rare. DoorDash has conducted sealed bag tests with partners and order accuracy did not improve

Off-Premise: Delivery Charge Back Refund Guide



What should I do if I believe one of the error charges was reported incorrectly?

If you think an order error adjustment is incorrect or unwarranted, please submit a case via the Merchant Portal within 10 days of the order error or order's delivery date.

Note that every order error adjustment is evaluated on a case-by-case basis. Multiple factors are considered and we have measures in place to protect against potentially fraudulent customers or Dashers, as noted above. Accordingly, any reversals are entirely at DoorDash's discretion and are not a guarantee of future reversals.

*To submit a refund request please have the order number and date. You may submit multiple requests at once by uploading an xls file to: **Merchant Portal > Help > Account Support > Payments**

Example of xls file:

Order Date	Order Time	DoorDash Delivery ID	Merchant Delivery ID	Error Type	Item Name	Customer	Dasher	Delivery Link	Applebee's comments
8/13/2020	8:43 PM	824123794	6ffac3b8-be0d-ea11-aaa7-127ae365580d	missing	Half Rack Double-Glazed Baby Back Ribs	Tammy T.	Angela L.	https://www.doordash.com/merchant/deliveries/824123794?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:43 PM	824123794	6ffac3b8-be0d-ea11-aaa7-127ae365580d	missing	Kraft® Macaroni & Cheese	Tammy T.	Angela L.	https://www.doordash.com/merchant/deliveries/824123794?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:38 PM	824190643	06635026-c0d4-ea11-aaa7-127ae365580d	missing	Chicken Fajita Rollup	Madelaine M.	Candy B.	https://www.doordash.com/merchant/deliveries/824190643?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	9:15 PM	824279622	6159ae5c-c3d0-ea11-aaa7-127ae365580d	missing	Double Crunch Shrimp	Vanja W.	Fenghua F.	https://www.doordash.com/merchant/deliveries/824279622?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	9:15 PM	824279622	6159ae5c-c3d0-ea11-aaa7-127ae365580d	missing	Kids Cheesy Pizza	Vanja W.	Fenghua F.	https://www.doordash.com/merchant/deliveries/824279622?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	9:51 PM	824912501	17502674-c4d4-ea11-aaa7-127ae365580d	incorrect	6 oz. Top Sirloin*	Anthony B.	Bredaun W.	https://www.doordash.com/merchant/deliveries/824912501?store_id=337497	
8/13/2020	10:23 PM	824427456	0c155a8a-c8d0-ea11-aaa7-127ae365580d	missing	Riblet Platter	Destine R.	Gherri F.	https://www.doordash.com/merchant/deliveries/824427456?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	10:23 PM	824427456	0c155a8a-c8d0-ea11-aaa7-127ae365580d	missing	The Classic Combo	Destine R.	Gherri F.	https://www.doordash.com/merchant/deliveries/824427456?store_id=337497	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	10:57 PM	824516463	69cbaa8b-c0dd-ea11-aaa7-127ae365580d	incorrect	Shrimp 'N' Parmesan Sirloin*	Jahiem S.	Alexander H.	https://www.doordash.com/merchant/deliveries/824516463?store_id=337497	

<https://www.doordash.com/merchant>

Grub Hub:

Categories of Refunds/Adjustments:

→ Cat 1 = Grubhub Issues	→ Cat 2 = Restaurant Issue	→ Cat 3 = Brand Issue
<ul style="list-style-type: none"> - Long Delivery Time - Product Spilled or Smooshed - Overcharge - Driver Related - Website Issues - REFUND PAID BY GRUBHUB 	<ul style="list-style-type: none"> - Incorrect Order - Portion Size - Issues with food = temperature - REFUND PAID BY RESTAURANT 	<ul style="list-style-type: none"> - Foreign Body in food - Undercooked

REFUND PAID BY RESTAURANT

→ REFUND PAID BY RESTAURANT AND GRUBHUB

- No Driver

Ex: Customer Cancels Order before food was made, change of plans

- Null transaction: Store didn't make the food, so we would credit the diner back and not take any money from the restaurant for that order.

→ Instances of Grubhub fault

Ex: Order too late - Driver on the way - Customer cancelled.

- Grubhub would credit you because we assumed you made the food and then focus on the diner.

→ Adjustment for Combos:

Order total \$45

Items: Soft Drink, Combo #1, 2 other items

"Refund for "Missing Combo Item - Combo #1"

Refund Amount = \$20

Cancellation Reason Codes

DELIVERY and PICKUP ISSUES

Cancel Reason	Sub Reason Selection	Additional Description
	Order picked up by another driver	Used when the order is not at the restaurant because it was picked up by another driver (GHD or another 3rd party driver)
	Driver unable to finish delivery	Used in situations involving any vehicle issues, driver emergency, car accidents, etc
	Order not ready / is taking too long	Used when the restaurant received the order but driver is not willing to wait. Do not use this option when diner applied the wrong address.
	Late delivery (order is too late)	Used when diner requests to cancel because the order is past the ETA.
Delivery and Pickup Issues	Market Closed	Used when we are closing the market for that area. All GHD orders in that specific market are closed.

We do not have an itemized breakdown of the food cost, so we unfortunately refund the whole combo price.

Elite Care: (Enterprise Restaurants Only) - 8AM - 10PM Daily

***Phone:** 877-866-4482 +1

***Email:** elitecare@grubhub.com

Uber Eats:

A Guide to our Refund Policy*

Our refund policy has been established together with our restaurant partners. It covers a wide variety of situations that lead to inaccurate orders and helps ensure that restaurants are not held responsible for delivery errors that are not their fault. *Policy is subject to change.

Error	Refund policy	Restaurant Partner to pay for refund?
Missing, incorrect, or damaged items due to courier error Example: Spilled soups or drinks, tampered orders	Full order or item-level refund	No
Missing/Undelivered order due to courier fraud or associated with a courier who has been flagged for possible fraudulent activity	Full order refund	No
Eater complaint about poor food integrity Example: Food arrived cold	Full order refund	No
Eater complaint about late delivery	Determined by agent	No
Eater cancels order after food has been prepared	N/A	No
Delivery partner cancels order after food has been prepared	Full order refund	No
Missing/Incorrect items or orders that are reported >48 hours after order has been placed	Full or item-level refund	No
Incorrect combo meal Example: Missing fries, missing soft drink, etc.	Full order refund	No
Missing item(s) due to courier not being given all bags/food items	Full order refund	Yes
Wrong order entirely	Full order refund	Yes
Missing item(s) within the order Example: Missing appetizer, missing dessert	Item-level refund	Yes
Incorrect order/item size Example: Ordered a large French fries and was given a small French fries	Item-level refund	Yes

Off-Premise: Delivery Charge Back Refund Guide



Getting the right order to the right eater is key when it comes to making new eaters happy and keeping your current eaters coming back. We recommend doing the following things, to make sure the orders are leaving your store 100% correctly:

Pro Tips: How to Minimize Order Accuracy Errors		
<ul style="list-style-type: none">• Logging into the Uber Eats Restaurant Manager portal to ensure your menu is current and customizations are correct• Checking off items on a printed receipt to confirm the contents in the bag are accurate	<ul style="list-style-type: none">• Sealing each delivery bag when an order is complete• Writing the five-digit order number on the bag• If there are multiple bags, numbering them (“1 of 2” and then “2 of 2”, etc.)	Double-checking during hand-off to ensure every bag gets picked up by the correct delivery partner

If you feel that an item or order was refunded in error, please contact us at t.uber.com/refundhelp and we’ll look into it immediately. We’re committed to always making it right for you and will get back to you within 48 hours. Together we look forward to delivering the best customer experience possible. Thank you for your partnership!