

ALL REFUND REQUESTS MUST BE INFORMED BY THE CUSTOMER OR MERCHANT WITHIN 14 DAYS OF ORDER PLACEMENT

Refund Reason Criteria				Refund Reason		Amount Refunded by DoorDash			
Reason Level 1	Reason Level 2	Level 2 Description	Reason Level 3		DoorDash	Merchant	Order Value	Driver Delivery Fee	Tip Amount
Order Cancelled	DoorDash At Fault	Any DoorDash related failures resulting in an order cancellation: • Order running late • DoorDash outage • Low Dasher supply leading to the order not being assigned or assigned very late • No Dasher assigned • Order picked up by incorrect Dasher • Wrong delivery information (due to such reasons)	DoorDash fault & Food not made	Cancelled by DoorDash	X		0%	not invoiced	not invoiced
			DoorDash fault & Food made	Cancelled by DoorDash	X		100%	not invoiced	not invoiced
	Merchant Requested	Customer/Merchant no longer needs the order delivered by DoorDash and/or any Merchant related failures resulting in an order cancellation; • Merchant unable to fulfill (store closed, order not received at store level • Being out of stock) • Customer places order with the wrong address and/or delivery time	Merchant requested before Dasher Assignment	Cancelled order		X	0%	not invoiced	not invoiced
			Merchant requested after Dasher Assignment	Cancelled order		X	0%	0%	0%
Order Arrived Late	Order Not Ready & Dasher On Time	Store location not ready for pickup; resulting in delays past stated dropoff time	Order delivered 15-30 min late	Delivered Late		X	0%	0%	0%
			Order delivered 30-45 min late	Delivered Late		X	0%	0%	0%
	Order Ready & Dasher Late	Dasher delayed for pickup or dropoff that result in order being late	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Order Arrived Early	Order Ready & Dasher Late	Dasher delayed for pickup or dropoff that result in order being late	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Delivered Early		Order delivered 45-60 min late	Delivered Late	X		80%	0%	0%
			Order delivered 60+ min late	Delivered Late	X		100%	100%	100%
Never Delivered	Customer Information Wrong	Dasher unable to complete delivery due to wrong delivery address, wrong customer information, etc.	Order delivered 15-30 min late	Delivered Late		X	0%	0%	0%
			Order delivered 30-45 min late	Delivered Late		X	0%	0%	0%
	Dasher Failure	Dasher did not break Customer geofence of customer address and/or capture photo for whatever reason (e.g. Dasher mechanical failure, system error, miscommunication, Dasher Fraud, etc)	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Missing & Incorrect	Never Delivered: Customer At Fault	Dasher broke geofence of Customer's location and took high quality photos/scans bar code/retailer's signature. Customer unreachable.	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Missing Main Item: Merchant At Fault	Merchant did not provide main item	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Missing Side Item: Merchant At Fault	Merchant did not provide side item	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Incorrect, Some Items: Merchant At Fault	Merchant did not provide some items or special instructions were not followed	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Entire Order Wrong: Dasher Failure	Dasher provided Customer with the wrong order	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Entire Order Wrong: Merchant At Fault	Customer received wrong order	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Missing Main Item: Dasher Failure	Dasher did not provide all items, Merchant is required to inbound to categorize as Dasher Failure	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Missing Side Item: Dasher Failure	Dasher did not provide all items, Merchant is required to inbound to categorize as Dasher Failure	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Poor Food Quality	Customer reports poor food quality	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Order Partially Damaged	Contents were partially damaged in transit	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Entire Order Damaged	The entire order was damaged in transit	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Order Tampered With	Customer reports order has been opened and/or tampered with	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	Tip Adjustment	Customer would like to remove tip due to poor Dasher performance and/or bad behavior	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	Food Unsafe	Items/containers found in food, etc.	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%
Poor Delivery Experience	COVID Complaint	Dasher not wearing face covering, not following suggested safety protocols	Order delivered 15-30 min late	Delivered Late	X		15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	X		25%	0%	0%
	COVID Complaint	Dasher not wearing face covering, not following suggested safety protocols	Order delivered 45-60 min late	Delivered Late		X	0%	0%	0%
			Order delivered 60+ min late	Delivered Late		X	0%	0%	0%