

Refund Reasons			Responsible for Refund		Uber Refunded Amount		
Area	Category	Scenario Description	Uber	Merchant	Item(s) Refundable? ^{1,2}	Tip Refundable? ³	Delivery Service Fee Refundable? ⁴
Order Cancelled	Uber Cancelled Orders	Courier cancels after completing pickup for an unknown reason and the order is not delivered (not returned)	X		100% or cap	Yes	Not Invoiced
		(If return eligible) Courier cancels en route to or at dropoff without prompting from customer; courier initiates a return and the return is successful	X		100% or cap	Yes	Yes
	Courier not found	Courier cancels after waiting at the pickup for >10 mins		X	No	Not Invoiced	Not Invoiced
		Merchant is unable to find a courier and Uber marks delivery as failed after accepting the order request (and no courier was assigned and waited for >10 minutes at pickup location)					
	Merchant/Customer Cancelled Order	Including (but not limited to) one of the following: -Uber accepts the order request and one (or multiple) Delivery Person(s) cancel before arriving at the store location, resulting in Uber being unable to find a Delivery Person -Uber accepts the order request, a Delivery Person arrives at the store location but he/she cancels the trip within 10 minutes of arrival and Uber is not able to find a new Delivery Person	X		100% or cap (only if food is prepared)	Not Invoiced	Not Invoiced
		Partner or customer cancels; no courier assigned		X	No	Not Invoiced	Not Invoiced
		Partner or customer cancels; after courier assigned but before pickup completed		X	No	Not Invoiced	Cancellation Charge applied at invoice level
		Partner or customer cancels; after courier completed pickup (If return eligible) Merchant/ customer cancels and initiates a return (or courier after attempting delivery) and the return is successfully returned.		X	No	Not Invoiced	No
Order Late	Late Order - Merchant at fault	Order is late by Uber's Estimated Time Of Delivery [ETD] + 20 minutes and (any) assigned courier wait time at pickup location is >10 minutes		X	No	No	No
	Late Order - Uber at fault	Order is late between Uber's Estimated Time Of Delivery [ETD] + 20 and ETD + 30 minutes and courier wait time at pickup location is <10 minutes	X		15% or cap	Yes	Yes
		Order is late between Uber's Estimated Time Of Delivery [ETD] + 30 and ETD + 60 minutes and courier wait time at pickup location is <10 minutes	X		50% or cap	Yes	Yes
		Order is late after Uber's Estimated Time Of Delivery [ETD] + 60 and wait time at pickup location is <10 minutes	X		100% or cap	Yes	Yes
Never Delivered	Customer not found/unavailable	Courier delivers at the wrong location as customer information is wrong or is not possible to hand items to the customer Including (but not limited to) one of the following: - Dropoff instructions did not provide the courier with enough information to be let into a gated community/ apartment/ complex/ condo/ etc. - Wrong address provided by the customer - Courier cancels order because end-customer not available at dropoff after 8 minutes of courier's arrival, and courier tried to contact the end-customer - Customer fails to meet ID requirement/s too intoxicated to receive the order (and trip is not return eligible)		X	No	No	No
	Order Marked Completed but Never Received	- End-customer states the order was not delivered but the courier has taken a photo of the delivery that proves the goods were delivered at the right location or there is a barcode/signature/pincode/ ID check confirmation		X	No	No	No
		- The customer's drop-off notes conflicted with the merchant's dropoff instructions (e.g. customer says "leave at my door" for a Meet at Door delivery) End-customer states the order was not delivered and the courier DID NOT reach dropoff/gathered proof if requested - or the courier does not return an item if the trip is "return eligible" -Courier completed pickup but did not reach dropoff location, and delivery shows as completed -Courier did not reach the pickup location, but the delivery shows as completed -Courier delivered but no proof if requested	X		100% or cap	Yes	Yes
Poor Quality	Damaged Items	Item(s) damaged or all Item(s) partially damaged in transit but are still functional/edible	X		No	Yes	No
	Delivery Experience	Item(s) damaged or all Item(s) partially damaged in transit, uneatable/inedible and customer shows proof (picture of the damaged item) Courier exhibited poor behavior and the customer would like to change the tip amount	X		100% items or cap	Yes	Yes
Order Wrong/Missing items	Order Wrong	Courier delivered the wrong order due to: - Having multiple orders from the merchant and mixing them up (confirmed through the receipt on the food bag) - Giving a different merchant's order	X		100% or cap	Yes	Yes
		Courier delivered the wrong order due to: - Single order and it is the wrong order - Contents in the packaging is wrong or substitute items do not meet customer requirements		X	No	No	No
	Missing Items	Some Item(s) missing from the right overall order		X	No	No	x

1) If yes, amount must be shared with Uber via receipt/API. Refund amount does not include sales Taxes

2) For refunds at item level, itemized amount associated with each item must be provided and shared to Uber through the receipt/API.

3) Tips are not refunded by Uber but should be adjusted by the final customer within the adjustment window

4) The term "delivery service fee" as used herein refers to the charges levied for delivery services rendered within the Term, including return fees where applicable

- If not otherwise specified, refunded amount caps at \$200

- If not otherwise specified, cancellation fees set at \$5

- Refund requests must be submitted within fourteen (14) days of order creation date. Any refund request surpassing the aforementioned time limit shall not be considered for approval.

- Claims concerning refund decisions must be promptly notified within a period of fourteen (14) days from decision date. Claims received after deadline will be deemed untimely and will not be considered

- Partner permits Uber, in accordance with applicable law, to use data received (and Partner agrees to provide additional data, as necessary, to Uber) to maintain the integrity of its systems and processes, which may include use with any safety measures or fraud detection and prevention processes that Uber has implemented or will implement during the Term.

- The refund policy outlined herein is subject to modification or alteration by Uber, at its sole discretion, during the Term.

- The partner shall only request a refund from Uber if the end customer requested one from the Partner.