

# Toast Delivery Services - Customer Support

Print and post this quick reference guide for Toast Delivery Services support.

## Live Orders

For orders which require immediate resolution call **(855) 599-7066**.

### This includes the following:

- Dasher 15+ minutes late to the store
- Dasher took the wrong food
- Customer calls the store & cancels an order

### Provide the following information:

- State that it is a DoorDash Drive Delivery
  - Provide Store Name, Customer Name, and Delivery ID (find this in the DoorDash Portal)
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## Other Issues - Non-Immediate Resolution Needed

For issues unrelated to live orders, email **drive-support@doordash.com**.

### This includes the following:

- The guest has a complaint or would like a refund
- The dasher was rude to the store or a customer
- Billing/refund processing

### Provide the following information:

- State that it is a DoorDash Drive Delivery
  - Provide Store Name, Customer Name, and Delivery ID (find this in the DoorDash Portal)
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Scan this code for answers to Toast Delivery Services FAQs!

