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

Refund Reason Criteria				Refund Reason	Notes	Responsible for Refunds		Amount Refunded by DoorDash			Customer Refund Amount (by Mx)		
Reason Level 1	Reason Level 2	Level 2 Description	Reason Level 3			DoorDash	Merchant	Order Value	Drive Delivery Fee	Tip Amount	Order Value	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 time/date (due to tech reasons)	DoorDash fault & Food not made	Cancelled by DoorDash	A1	X		0%	not invoiced	not invoiced	100%	100%	100%
			DoorDash fault & Food made	Cancelled by DoorDash	A2	X		100%	not invoiced	not invoiced	100%	100%	100%
	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 recieved at store level • Item(s) out of stock) • Customer places order with the wrong address and/or delivery time	Merchant requested before Dasher Assignment	Cancelled order	A3		X	0%	not invoiced	not invoiced	100%	100%	100%
			Merchant requested after Dasher Assignment	Cancelled order	A4		X	0%	0%	0%	100%	100%	100%
	Customer 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 recieved at store level • Item(s) out of stock) • Customer places order with the wrong address and/or delivery time	Customer requested before Dasher Assignment	Cancelled order	A5		X	0%	not invoiced	not invoiced	100%	100%	100%
			Customer requested after Dasher Assignment	Cancelled order	A6		X	0%	0%	0%	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	B1		X	0%	0%	0%	15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	B2		X	0%	0%	0%	25%	0%	0%
			Order delivered 45-60 min late	Delivered Late	B3		X	0%	0%	0%	80%	0%	0%
			Order delivered 60+ min late	Delivered Late	B4		X	0%	0%	0%	100%	100%	100%
	Order Ready & Dasher Late	Dasher delayed for pickup or dropoff that result in order being late	Order delivered 15-30 min late	Delivered Late	B5	X		15%	0%	0%	15%	0%	0%
			Order delivered 30-45 min late	Delivered Late	B6	X		25%	0%	0%	25%	0%	0%
			Order delivered 45-60 min late	Delivered Late	B7	X		80%	0%	0%	80%	0%	0%
			Order delivered 60+ min late	Delivered Late	B8	X		100%	100%	100%	100%	100%	100%
Order Arrived Early	Delivered Early		Dasher arrives 30+ min early to customer	Delivered Early	C1	X		15%	0%	0%	15%	0%	0%
Never Delivered	Customer Information Wrong	Dasher unable to complete delivery due to wrong delivery address, wrong customer information, etc.	Customer Information Wrong	Never Delivered	D1		X	0%	0%	0%	100%	100%	100%
	Never Delivered: 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)	Dasher Failure	Never Delivered	D2	X		100%	100%	100%	100%	100%	100%
	Never Delivered: Customer At Fault	Dasher broke geofence of Customer's location and took took high quality photo/scans bar code/receives signature. Customer unreachable.	Never Delivered Customer Fault	Never Delivered	D3		X	0%	0%	0%	50%	0%	0%
Missing & Incorrect	Missing Main Item: Merchant At Fault	Merchant did not provide main item	Missing Main Item	Missing / Incorrect Items	E1		X	0%	0%	0%	50%	0%	0%
	Missing Side Item: Merchant At Fault	Merchant did not provide side item	Missing Side Item	Missing / Incorrect Items	E2		X	0%	0%	0%	15%	0%	0%
	Incorrect, Some Items: Merchant At Fault	Merchant did not provide some items or special instructions were not followed	Incorrect, some items	Missing / Incorrect Items	E3		X	0%	0%	0%	25%	0%	0%
	Entire Order Wrong: Dasher Failure	Dasher provided Customer with the wrong order	Entire Order Wrong: Dasher Failure	Missing / Incorrect Items	E9	X		100%	100%	100%	100%	100%	100%
	Entire Order Wrong: Merchant At Fault	Customer received wrong order	Entire Order Wrong: Merchant At Fault	Missing / Incorrect Items	E10		X	0%	0%	0%	100%	100%	100%
	Missing Main Item: Dasher Failure	Dasher did not provide all items; Merchant is required to inbound to categorize as Dasher Failure	Missing Main Item: Dasher Failure	Missing / Incorrect Items	E11	X		50%	0%	0%	N/A	N/A	N/A
	Missing Side Item: Dasher Failure	Dasher did not provide all items; Merchant is required to inbound to categorize as Dasher Failure	Missing Side Item: Dasher Failure	Missing / Incorrect Items	E12	X		15%	0%	0%	N/A	N/A	N/A
Poor Delivery Experience	Poor Food Quality	Customer reports poor food quality	Poor Food Quality	Poor Food Quality	F1		X	0%	0%	0%	15%	0%	0%
	Order Partially Damaged	Contents were partially damaged in transit	Order Partially Damaged	Sloppy Delivery	F2	X		25%	100%	100%	25%	100%	100%
	Entire Order Damaged	The entire order was damaged in transit	Entire Order Damaged	Sloppy Delivery	F5	X		100%	100%	100%	100%	100%	100%
	Order Tampered With	Customer reports order has been opened and/or tampered with	Order Tampered With	Sloppy Delivery	F6	X		100%	100%	100%	100%	100%	100%

	Tip Adjustment	Customer would like to remove tip due to poor Dasher performance and/or bad behavior	Tip Adjustment	Sloppy Delivery	F7	X		0%	0%	100%	0%	0%	100%
	Food Unsafe	Hair/debris found in food, etc	Food Unsafe	Poor Food Quality	F8		X	0%	0%	0%	100%	100%	100%
	COVID Complaint	Dasher not wearing face covering; not following suggested safety protocols	COVID Complaint	Sloppy Delivery	F9	X		15%	0%	100%	15%	0%	100%