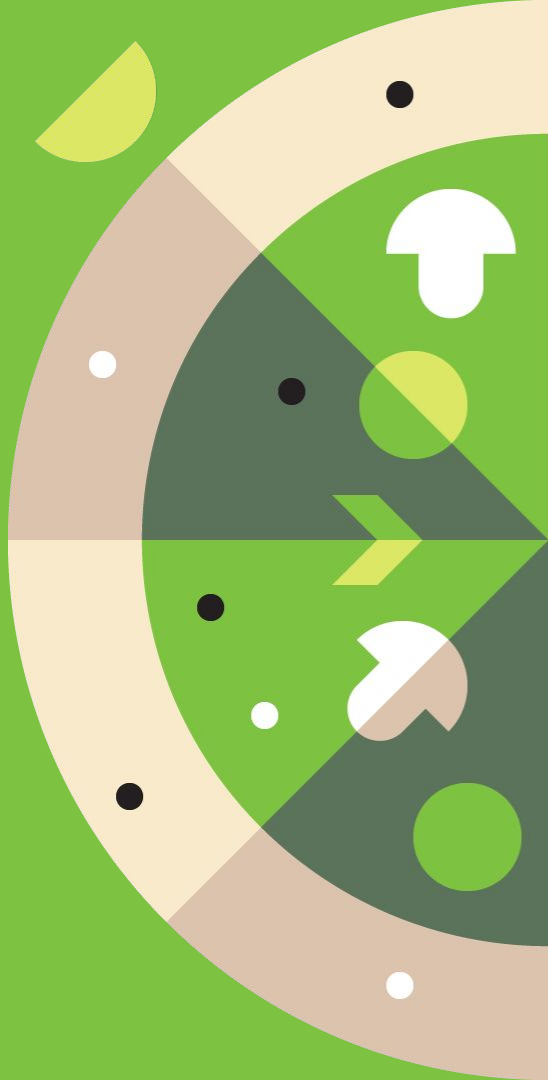
UBER eats

Uber Eats Support



Order Accuracy

Overview

If a customer reports a missing item or incorrect order to Uber Eats support, Uber Eats will investigate it. If it meets a specific criteria, we will issue a refund to your customer on your behalf. You will then see an **'Order Error Adjustment'** section in your Weekly Pay Statements and in Restaurant Manager. These will allow you to see the specific items reported to Uber Eats support by your customers as being missing or inaccurate.

The order errors we report to restaurants and refund can include:

1. ***Missing items*** - the customer did not receive an item they purchased
2. ***Incorrect items*** - the customer received an item but it was not ordered
3. ***Incorrect orders*** - the customer received an entire order that was incorrect or not theirs

Note: in most instances, the full meal price is refunded when a combo item is missing

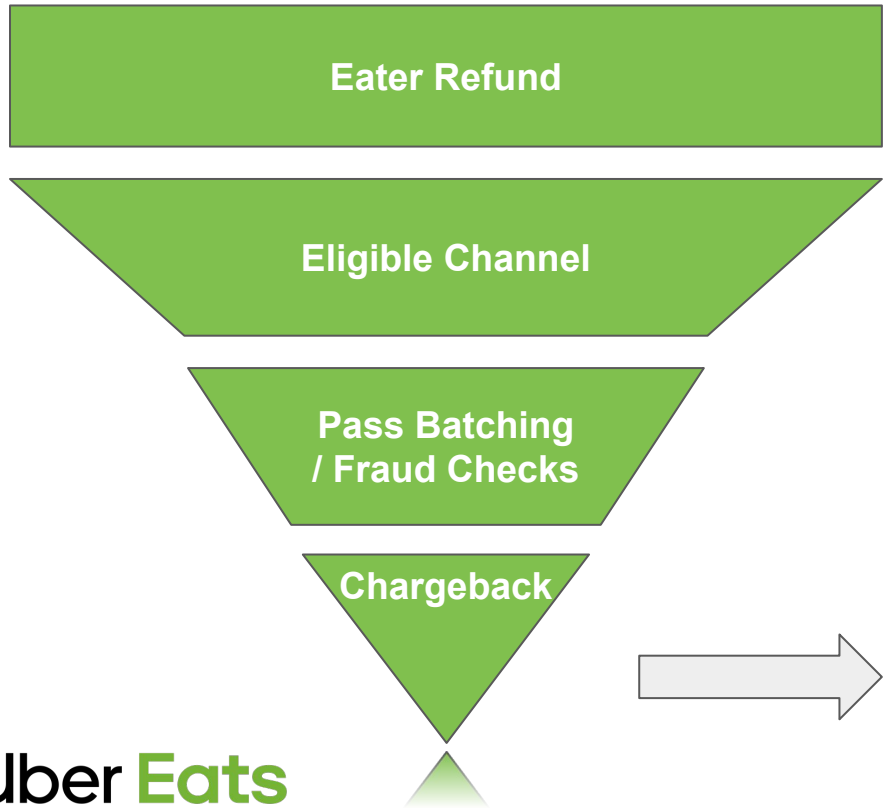
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Top 3 customer defect categories

1 | Order Accuracy *Missing items, incorrect items, incorrect orders*	On-charged (with exclusions) to all restaurants
2 | Order Fulfilment Issues *Unfulfilled orders, long delivery times*	Refund or Appeasement covered by Uber Eats
3 | Taste or Food Quality *Food damaged, food temperature*	Refund or Appeasement covered by Uber Eats

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What determines if a restaurant is charged for order accuracy?



Must be initiated as an eater refund

Must be reported / refunded via eligible channel (e.g. through the support section of the app)

Multi-orders and orders with potential eater / delivery partner fraud are removed

Eater did not report the below as Uber Eats covers these:

- *That they didn't receive their order*
- *That they had a temperature issue with their food*
- *That they had a long wait time for their food*
- *That they had a quality issue with their food (e.g. inedible)*
- *That their food was not as described*
- *That their order had been damaged*

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Avenues to Dispute

Our data shows that almost **43% of orders** that are refunded to eaters, are not passed on to restaurant partners

If a restaurant partner would like to dispute an item that they've been charged for, they can do this via the below link which will help to create an even more robust chargeback process on our end:

t.uber.com/orderaccuracyissue

Additional Support

Email: restaurants.anz@uber.com
Help: in-app help feature via the question-mark symbol
Headquarters: escalate any other questions outside of this
Blog post: here
More information/ context: here

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