

Cap is 200

OFD EXTERNAL MATRIX

**A customer can
always update tip
24 hours after a
trip**

Category	Scenario	Item(s) Refundable?	Tips Refundable?	Delivery Fee Refundable?
End Customer Issue (not delivered)	[AGE-RESTRICTED ITEM(S)] End-customer fails to meet ID requirement/is too intoxicated to receive order	No	No	No
	Courier cancels item because end-customer not available at dropoff within 8 mins of DP's arrival or via pinwheel	No	No	No
	End-customer states the order was not delivered but courier has taken photo of the delivery that proves the goods were delivered at the right location or there is a barcode/signature/pincode confirmation	No	No	No
End Customer Issue (delivered at wrong location or not delivered)	Courier delivers it at a wrong location as customer information is wrong including one of the following: - Dropoff instructions that did not provide the courier enough information to be let into a gated community/apartment/complex/condo/etc. - Wrong address provided by customer	No	No	No
	Courier cancels after completing pickup for an unknown reason	100% or cap	Yes	Yes
Cancels	Partner or customer cancels, no courier assigned	No	N/A	N/A
	Partner or customer cancels, courier assigned but pickup incomplete	No	N/A	No
	Partner or customer cancels, pickup complete	100% or cap	Yes	Yes
	Partner or customer cancels, courier reached dropoff	No	N/A	No
	Partner cancels because they are unable to find a courier after making the food and Uber has accepted the order request	No	N/A	N/A
On Time Delivery - Courier at fault	Order is late by Uber's ETD + 20 minutes and courier wait time is <10 minutes	100% or cap	Yes	Yes
On Time Delivery - Merchant at fault	Food: Order is late by Uber's ETD + 20 minutes and courier wait time is >10 minutes	No	No	No
Quality	Item(s) damaged or all Item(s) partially damaged in transit and deemed inedible	100% or cap	Yes	Yes
	Courier >15 mins late to pickup (incl. courier cancelling)	100% or cap	Yes	Yes
False Complete	Courier completed pickup but did not reach dropoff location, and delivery shows as completed	100% or cap	Yes	Yes
	Courier did not reach pickup location, but delivery shows as completed	100% or cap	Yes	Yes
Wrong/Missing Order	Courier delivered the wrong order due to: - Having multiple orders from the merchant and mixing it up (confirmed through the receipt on the food bag) - Giving a different merchant's order	100% or cap	Yes	Yes
	Courier delivered the wrong order due to: - Merchant give the courier a single order and its the wrong order - Contents in the bag is wrong	No	No	No
	Some Item(s) missing from the right overall order	No	No	No