

Refund Reasons				Refund Reason	Responsible for Refunds		Amount Refunded by DoorDash		
Reason Level 1	Reason Level 2	Level 2 Description	Reason Level 3		Merchant	DoorDash	Order Value	Delivery Fee	Tip Amount
Order Cancelled	System Failure / DoorDash Cancelled Order	Any DoorDash related failures resulting in an order cancellation	Food NOT made	Cancelled by DoorDash		X	0%	not invoiced	not invoiced
			Food made	Cancelled by DoorDash		X	100%	not invoiced	not invoiced
	Merchant/Customer Cancelled Order	Customer/Merchant no longer needs the order delivered by DoorDash	Before time of scheduled pickup	Cancelled order		X	0%	not invoiced	not invoiced
			At or after time of scheduled pickup	Cancelled order	X		0%	not invoiced	not invoiced
Order Arrived Late	Order Not Ready & Dasher ontime	Dasher ontime, but Store location not ready for pickup, resulting in delays past stated dropoff time		Delivered Late	X		0%	0%	0%
	Order Not Ready & Dasher Late	Dasher is late & Store location not ready for pickup, resulting in delays past stated dropoff time		Delivered Late		X	0%	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		X	15%	100%	100%
			order delivered 30-60 min late	Delivered Late		X	50%	100%	100%
		order delivered 60+ min late	Delivered Late		X	100%	100%	100%	
Order Arrived Early	Delivered more than 30 minutes early	Dasher arrives more than 30 minutes early to customer		Delivered Early		X	15%	0%	0%
Never Delivered	Order Ready & Dasher Never Picked-up	Dasher never arrived to pickup order		Never Delivered		X	100%	100%	100%
	Customer Unavailable in delivery window (-15,15)	Customer not reachable upon arrival to destination (order marked Abandoned)		Never Delivered	X		0%	0%	0%
	Customer Unavailable outside of delivery window (-15,15)	Order was more than 15 minutes early or late, and customer was unreachable upon arrival to destination (order marked Abandoned)		Never Delivered		X	100%	100%	100%
	Customer Information Wrong	Dasher unable to complete delivery due to wrong delivery address, wrong customer information, etc.		Never Delivered	X		0%	0%	0%
	Dasher Failure	Dasher marked delivered but customer reported they did not receive order (due to Dasher Fraud or Dasher mechanical failure, car break down, etc)		Never Delivered		X	100%	100%	100%
Missing/Incorrect Item(s), Poor Food Quality	Missing or Incorrect Item(s) or Poor Food Quality	Reported by Dasher or Customer: Order picked up and delivered, but Merchant did not provide correct or all items or food quality is poor		Poor Food Quality Missing / Incorrect Items	X		0%	0%	0%
	Dasher Failure / Poor Delivery Execution	Reported by Merchant: Order picked up and delivered but Dasher delivered the wrong delivery or forgot item(s) at the store. Customer refused delivery; package and / or contents were damaged in transit		Poor Food Quality Missing / Incorrect Items		X	25%	100%	100%
	Dasher Behavior Complaint	Dasher exhibited poor behavior and customer would like to change the tip amount		Adjust Tip		X	0%	0%	100%