



Delivery Support FAQ

Help DoorDash help you make it right

LIVE ORDERS - IMMEDIATE ACTION

- Dasher is 15+ minutes late
- Dasher took the wrong food or forgot items
- Customer calls & cancels
- Customer never received their order
- Change to delivery address



Call DoorDash Support
1800-958-316

WAIT TIME < 4 MIN

ALL OTHER ISSUES

- Guest complaints
- Guest refunds
- Store billing/refunds processing
- Dasher interaction feedback
- Blacklist or Prefer a Dasher



Email drive-support@doordash.com

RESPONSE TIME < 48 HRS

Have Store Name, Customer Name, and Delivery ID ready



Best Practices: In-Store Operations



Designate & clearly mark pick-up location



Clear in-store signage directing Dashers to pickup location



Ensure orders are ready by quoted pickup time



Ensure staff are knowledgeable about delivery product & procedures



Support Guidelines posted in a highly visible area in BOH & FOH



Dasher Instructions: provide special instructions to Dashers on a live delivery



Label orders with customer name



Delivery FAQs



How large is my store's delivery radius?

- Delivery radius is typically 3-5 km. This is based on geographical location (city vs suburbs)



How long should I wait before contacting DoorDash if a driver is late?

- If the Dasher is more than 15 minutes late, contact DD support at **1800-958-316**



I remade an order because a Dasher was late. How can I seek reimbursement?

- Open a Support Ticket by emailing **drive-support@doordash.com**



This Dasher did not meet my restaurant's expectations. What should I do?

- Open a support ticket by emailing **drive-support@doordash.com** to blacklist the Dasher and prevent them from delivering future orders.



I have an outstanding Driver who I would like to deliver more of my orders. What should I do?

- Open a support ticket by emailing **drive-support@doordash.com** to request them as a Preferred Dasher.