

• Sat, Sep 2 at 7:24 PM

Thanks for contacting our support chat. To help us get started, please summarize your issue below.

• The driver stated my name then ask for my code and I gave it to him and he said "no this is not your order" I ask what the food was and he said "pizza" then went up an elevator and disappeared. My wife got a message stating our order was delivered with the same man on the picture. I want my food or money back.

• Thanks for providing this information. We'll connect you to the next available customer support representative.

• Sat, Sep 2 at 7:26 PM

Connected to Harsh

• The driver in the picture name is Thuan

• Hi Eric, Thank you for reaching out. I'm Harsh, and I'm here to help you.

• did you see my message on what happened?

• I am sorry to hear that you did not receive your order. This isn't the type of experience we want you to have with our app.

• I agree as it is the first time to use it. How will this be handled?

• Thanks for letting us know about this issue. I will be placing this Chat on Hold for 3 minutes to pull up your account details.

• ok thank you

• Thank you for staying connected.

• I've reviewed your order and confirmed that a PIN was successfully entered at delivery.

• Unfortunately, this means we are unable to issue a refund at this time.

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• Are you still there to assist me?

• Hello are you still available?

• The driver in the picture name is Thuan

• Hi Eric, Thank you for reaching out. I'm Harsh, and I'm here to help you.

• did you see my message on what happened?

• I am sorry to hear that you did not receive your order. This isn't the type of experience we want you to have with our app.

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• Are you still there to assist me?

• Hello are you still available?

• Eric, I know this is frustrating but please note your Pin was exchanged and now we are unable to provide you with a refund or any adjustment.

• Your driver took my pin and then did NOT give me my food.

• He called someone and then said that the pin I gave him was not correct.

• I will contact my credit card company with this information if you are not willing to assist me.

• Are you still here?

• Eric, I understand how unpleasant it is to lose your hard-earned money for this order. Allow me a minute to find out whether a refund is possible in this situation.

I do not mean to rush. Just checking our connection. Are you still there?

I've successfully added \$10.00 in your Uber Cash to your account for the inconvenience caused, which can be used for any merchant on the app.

• Really????? I will just let my credit card company dispute this case. I will also pass on the word about your services.

• Eric, sorry to inform you this is the highest amount that we have added to your uber account.