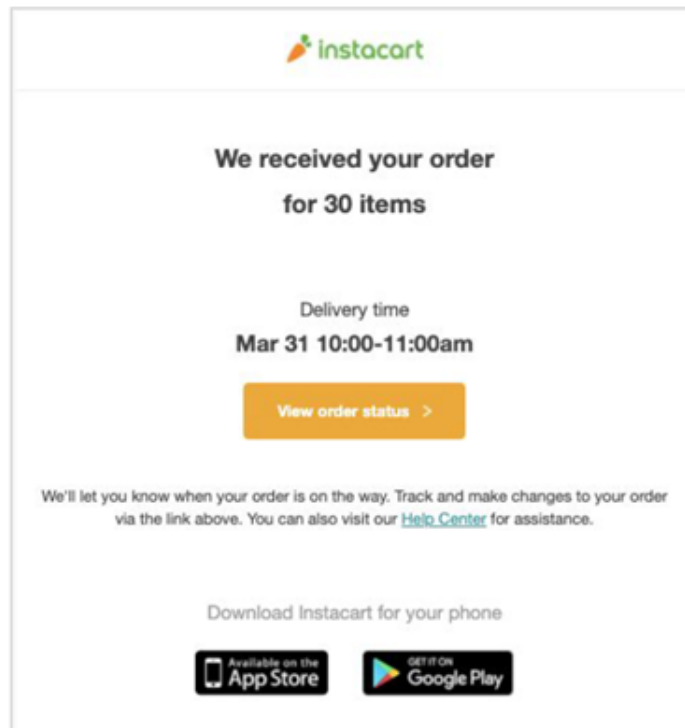


INSTACART DELIVERY & PICKUP CUSTOMER SERVICE TIPS

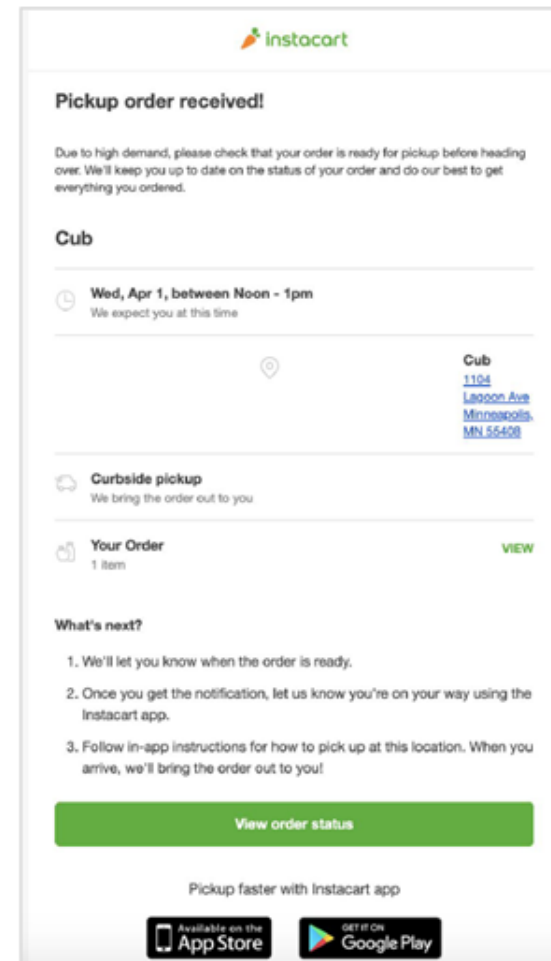
Selecting a time frame: Avoid delivery delays by opting to receive the new “Fastest Possible” delivery option so Instacart can schedule your order to the next available shopper.

Confirming your order: Check your email, including junk mail, to ensure you received a confirmation before considering your order final. If you did not receive a confirmation, double check your cart to ensure the order has been processed.

Delivery Order Confirmation

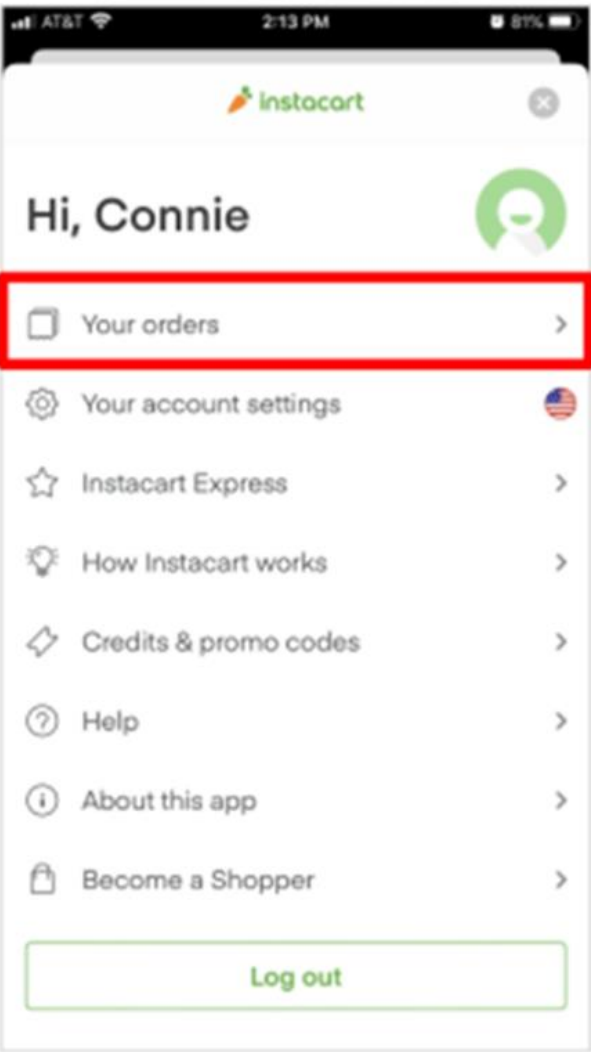


Pickup Order Confirmation

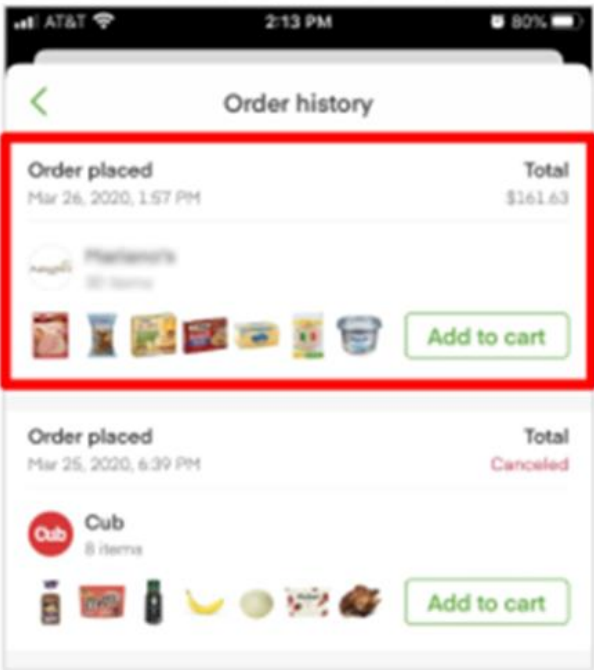


Making changes to your order: To reschedule, cancel or add items, visit the "Your Orders" tab to edit your order. Select the order you would like to adjust and click the “Add,” “Reschedule” “Change,” or “Cancel” buttons on the Instacart app or website to edit accordingly.

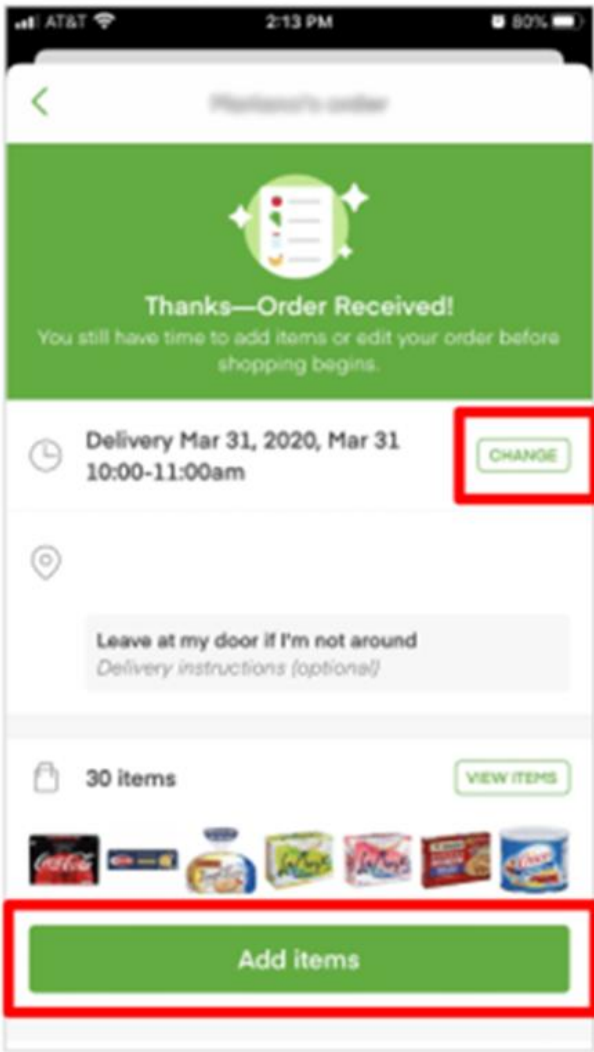
Mobile App



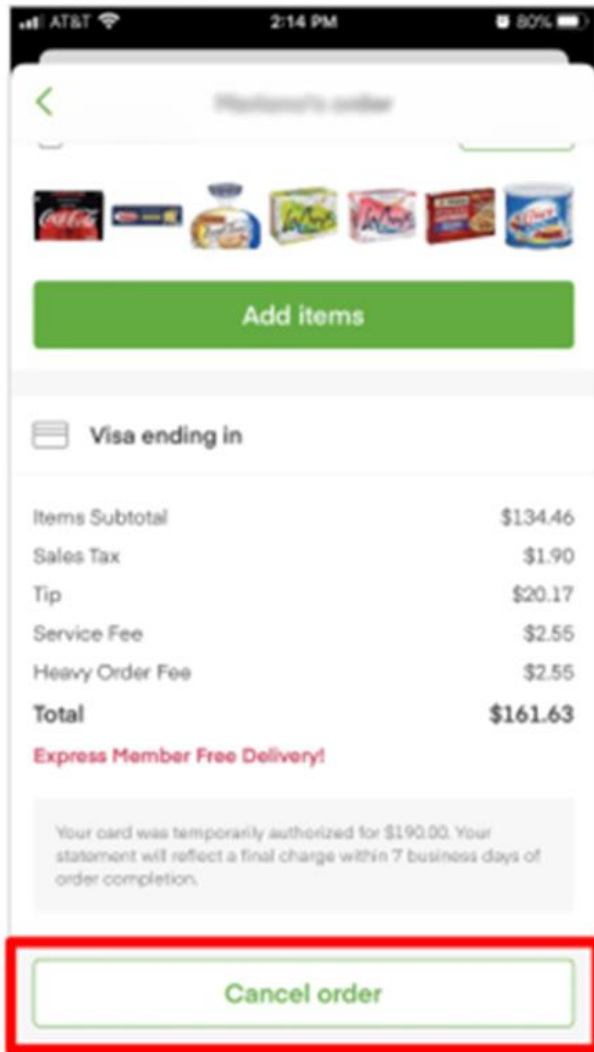
Go to your name or account settings on upper-hand and select "Your orders"



Select the order placed that you would like to modify



To reschedule the order, select "Change" to see other availability options
To add items, select "Add items"



To cancel the order, scroll to the bottom and select "Cancel order"

Website

The image shows two screenshots of the Instacart website. The top screenshot shows the main navigation bar with the Instacart logo, a search bar, and links for Account, Help, and Cart. The 'Account' dropdown menu is open, showing options like 'Your Account', 'Your Orders' (highlighted with a red box), 'Add Promo Code', 'Group Carts', 'Buy Gift Card', 'Instacart Express', 'How Instacart Works', 'Disable admin UI', and 'Log Out'. The bottom screenshot shows the 'Your Orders' section, which displays a table of orders. The first order is highlighted, and the 'View order detail' button is highlighted with a red box. Below the table, there is a section for 'Mariano's' with a row of product images and an 'Add all items to cart' button.

Top Screenshot:

- Header: Instacart logo, Stores dropdown, Search bar (Search Mariano's...), Account, Help, Cart.
- Account Menu (Open):
 - Hi, Connie
 - Your Account
 - Your Orders** (highlighted)
 - Add Promo Code
 - Group Carts
 - Buy Gift Card
 - Instacart Express
 - How Instacart Works
 - Disable admin UI
 - Log Out
- Navigation: Home, Explore, Coupons, Your Items.
- Delivery to: 2646 North Halste...
- Stock up & save: Spend \$25, Spend \$28, Spend \$35, Spend \$25, Spend \$20.

Bottom Screenshot:

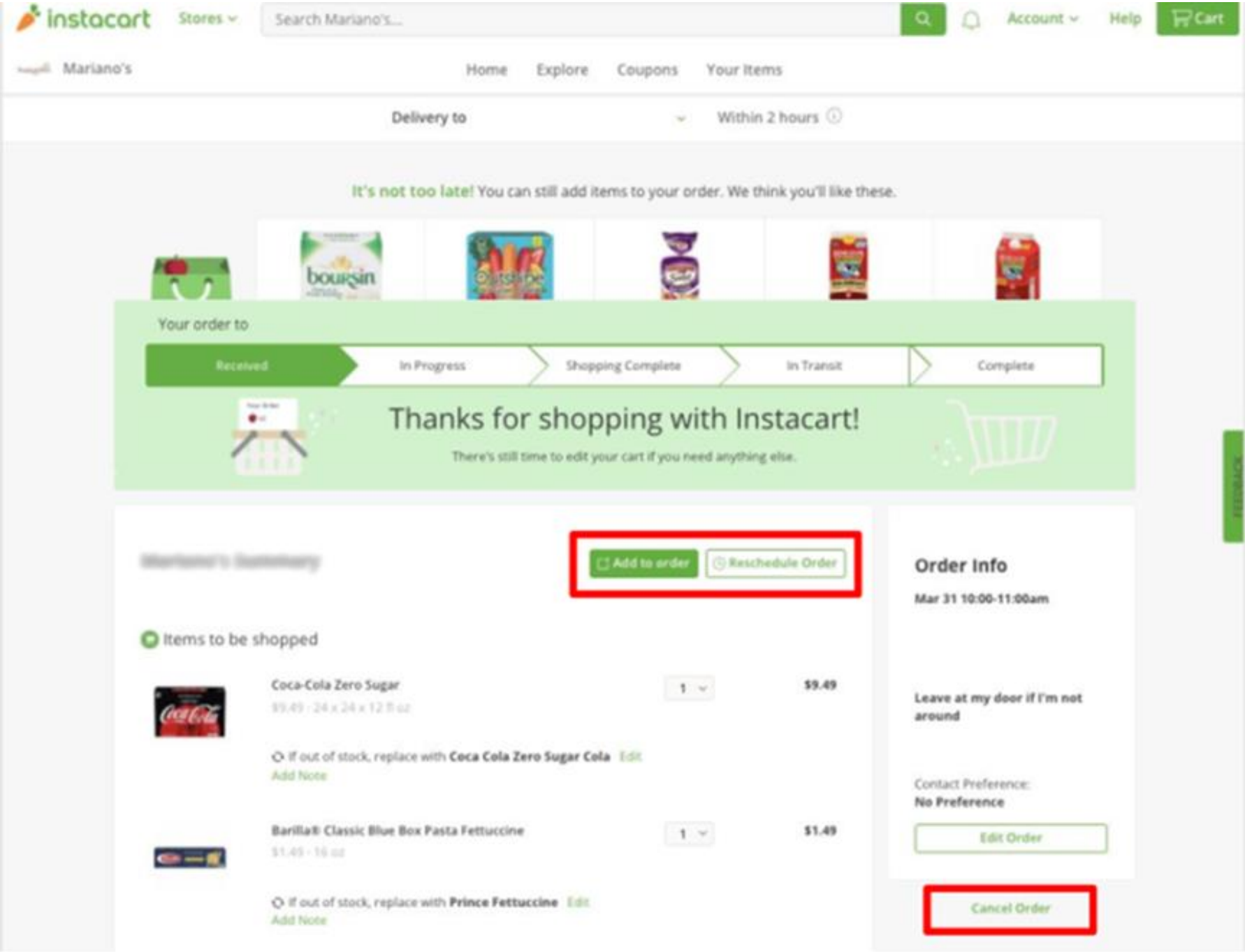
- Header: Instacart logo, Stores dropdown, Search bar (Search Mariano's...), Account, Help, Cart.
- Navigation: Home, Explore, Coupons, Your Items.
- Delivery to: First available.
- Left Sidebar:
 - Your orders
 - Express
 - Credits & promo codes
 - Gift cards
 - Shop with friends
- Your Orders Table:

Order placed	Items	Total	Rating
Mar 26, 2020, 1:57 PM	30	\$161.63	Not rated
- Mariano's section: Row of product images, Add all items to cart button.

*In the top right,
select "Account"
and then
"Your Orders"*

*Then select
"View order detail"
for the order
you're looking to
modify*

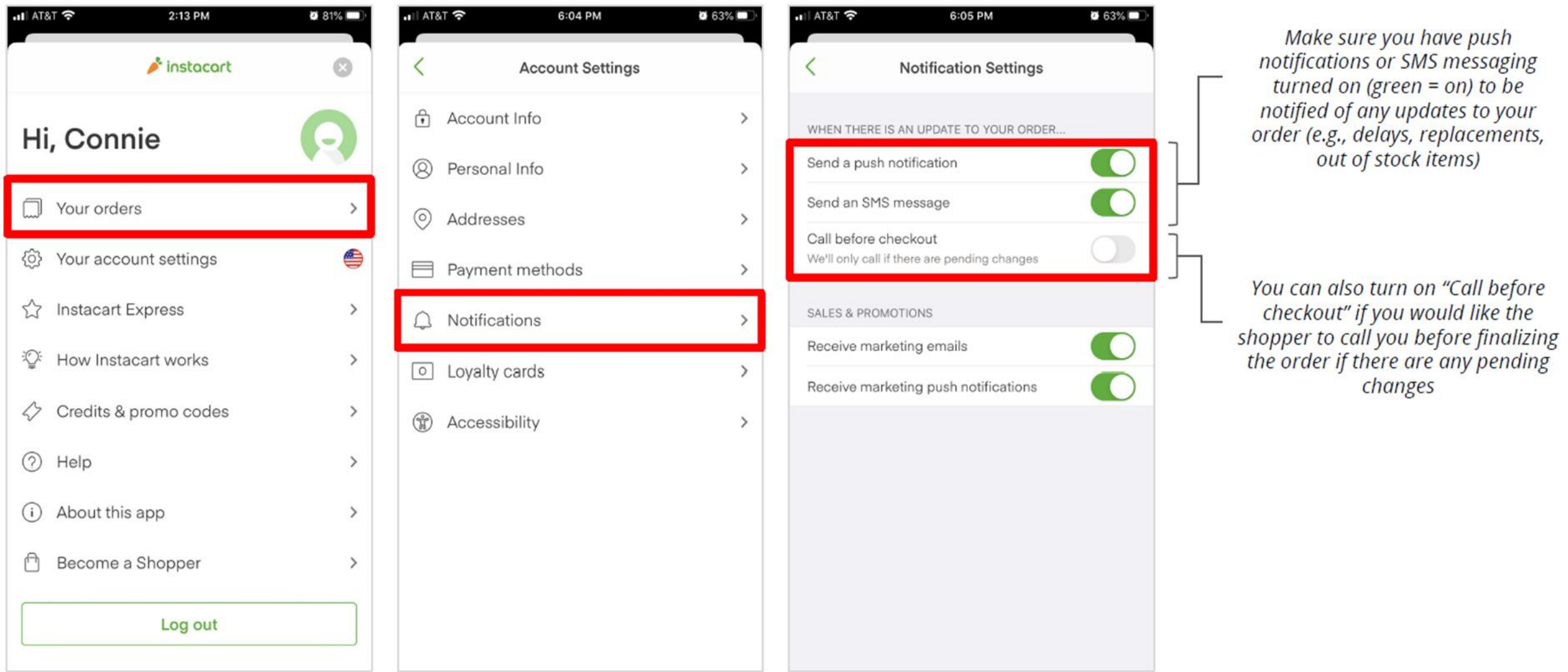
Website (Making Changes to Order continued)



In this view,
you can
"Add to order",
"Reschedule Order",
or
"Cancel Order"

Receiving notifications: Receive up-to-date information on your order status by turning on your notifications. Visit the “Notifications” tab under your Account Settings to toggle “Send push notifications,” “Send an SMS message” and/or “Call before checkout.”

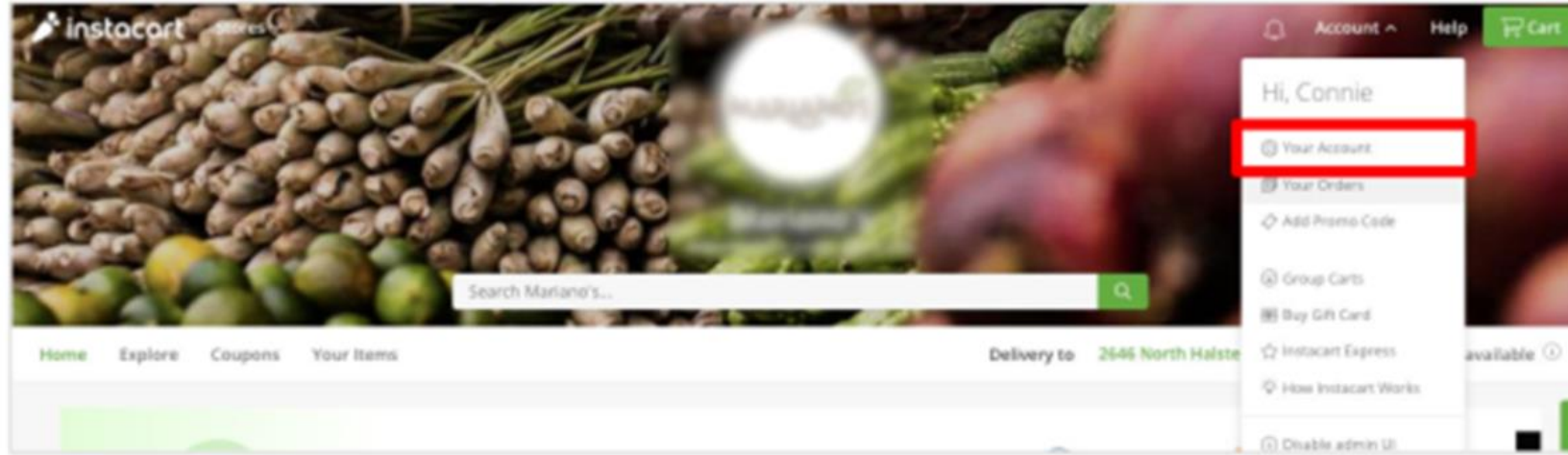
Mobile App



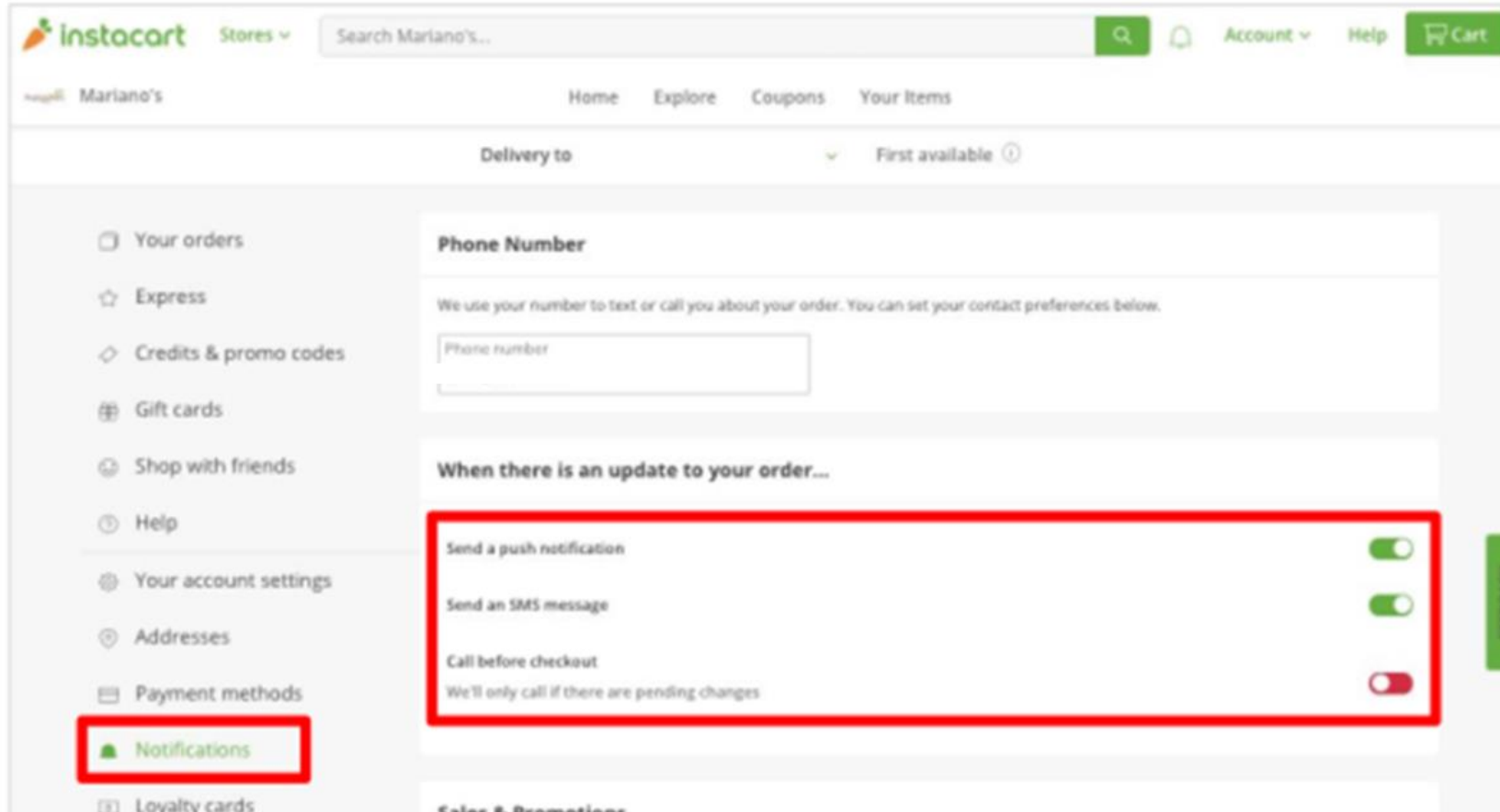
Go to your name or account settings on upper-hand and select “Your orders”

Select “Notifications”

Website



In the top right, select "Account" and then "Your Account"



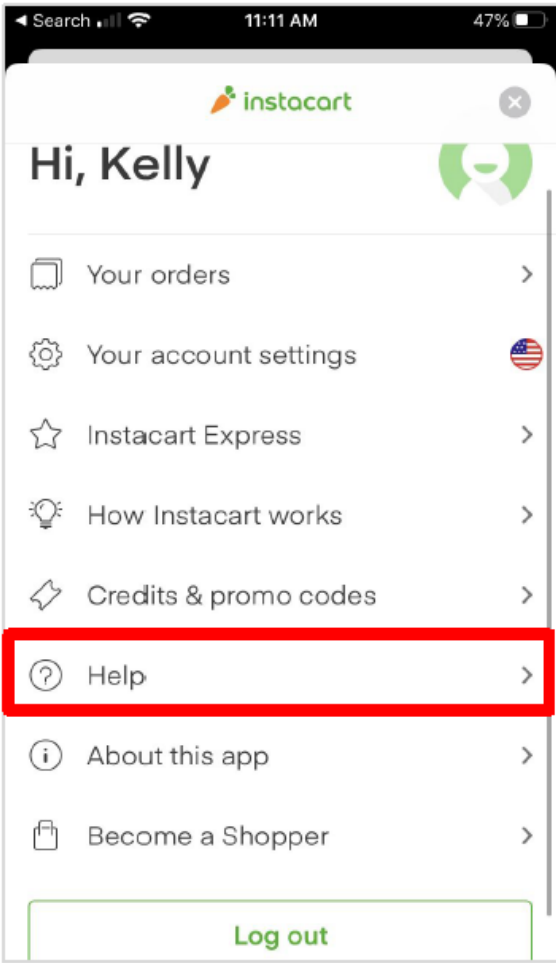
Select "Notifications" in the options towards the left of the page

Make sure you have push notifications or SMS messaging turned on (green = on) to be notified of any updates to your order (e.g., delays, replacements, out of stock items)

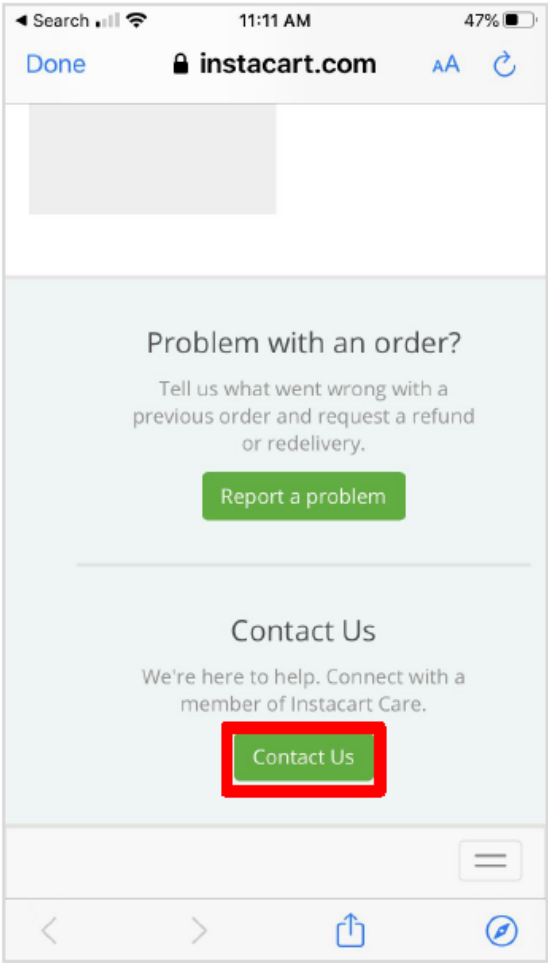
You can also turn on "Call before checkout" if you would like the shopper to call you before finalizing the order if there are any pending changes

Reporting issues: For issues with specific orders, visit the “Help” tab in the app or the “Your Orders” tab on the website select “Contact Us” or “Report a Problem.” You may choose to contact Instacart directly or schedule a customer support call in advance.

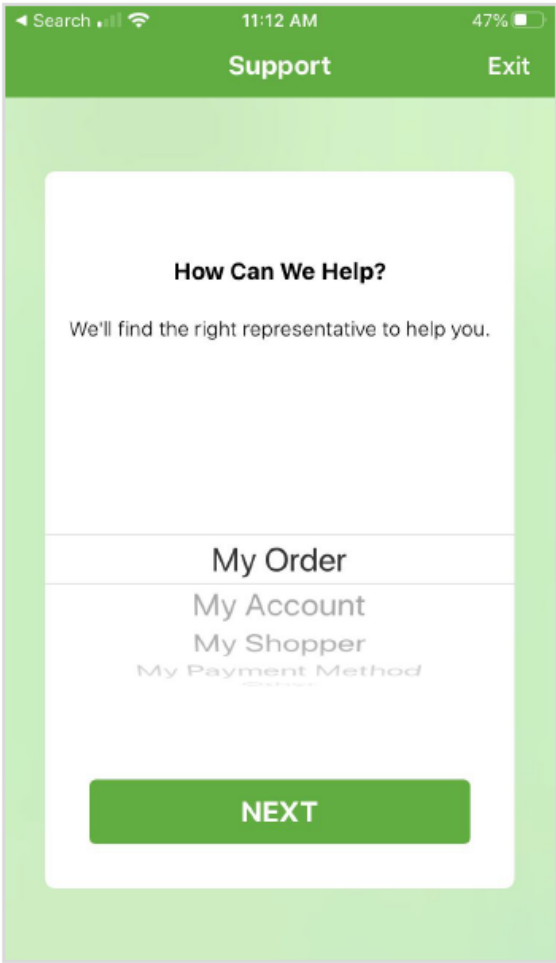
Mobile App- How to Receive Customer Support



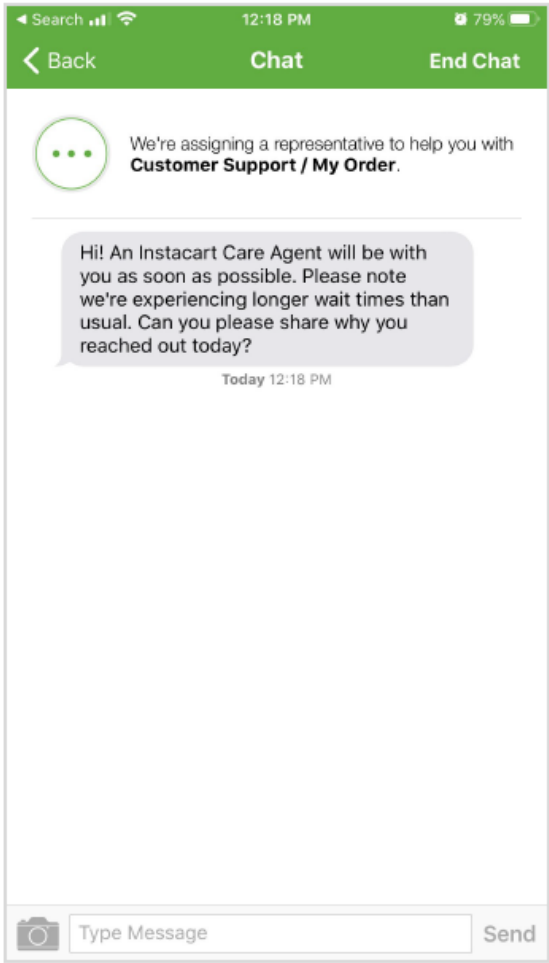
Go to your name or account settings on upper-hand and select “Help”



*Scroll down until you see “Problem with an Order” and select **contact us** for assistance*

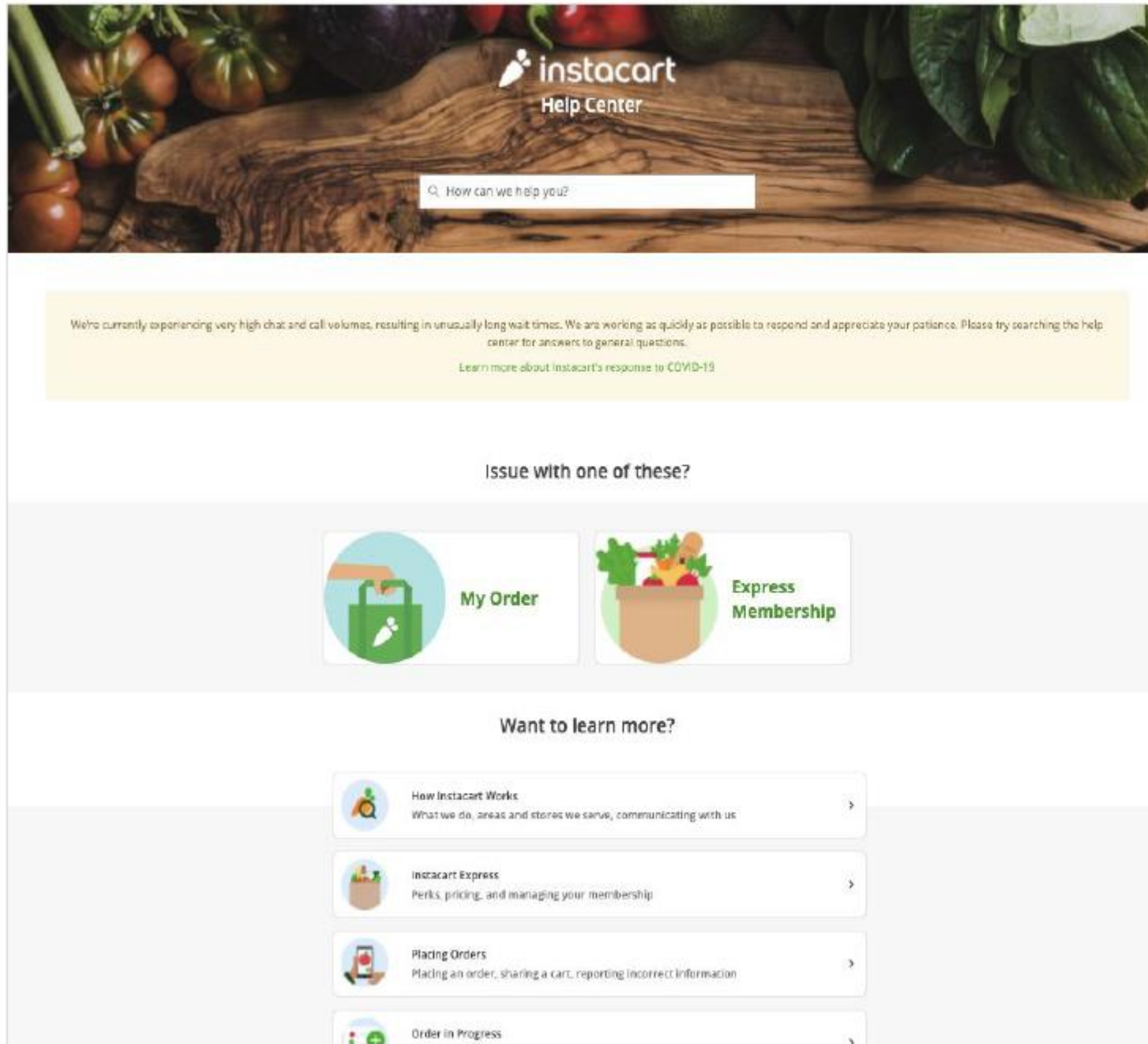


Select your issue



You will be able to chat with a Instacart Care Agent directly

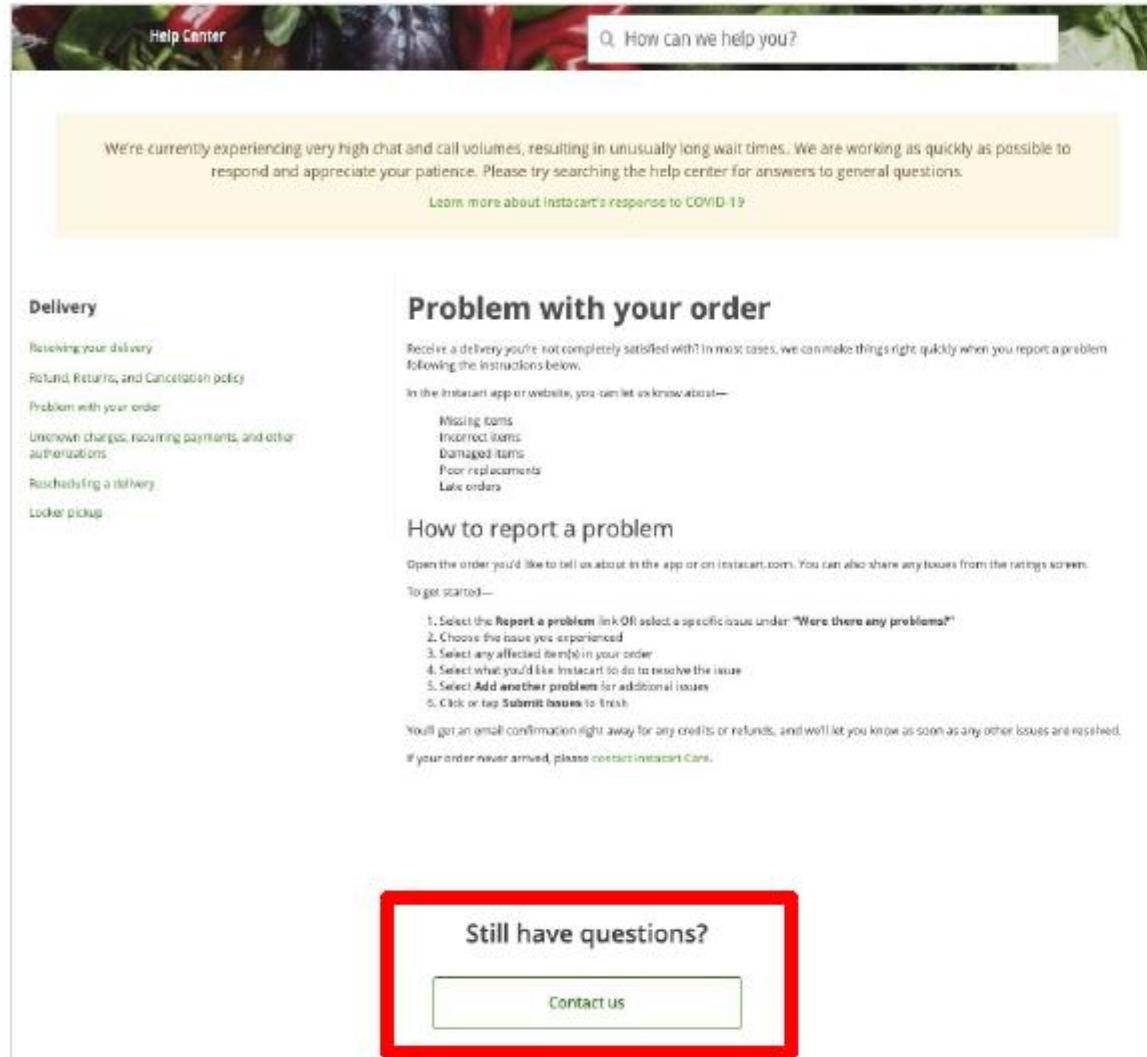
Website - How to Receive Customer Support



The Instacart Customer Help Center (www.instacart.com/help) is a great resource for answering common questions and issues customers may have.

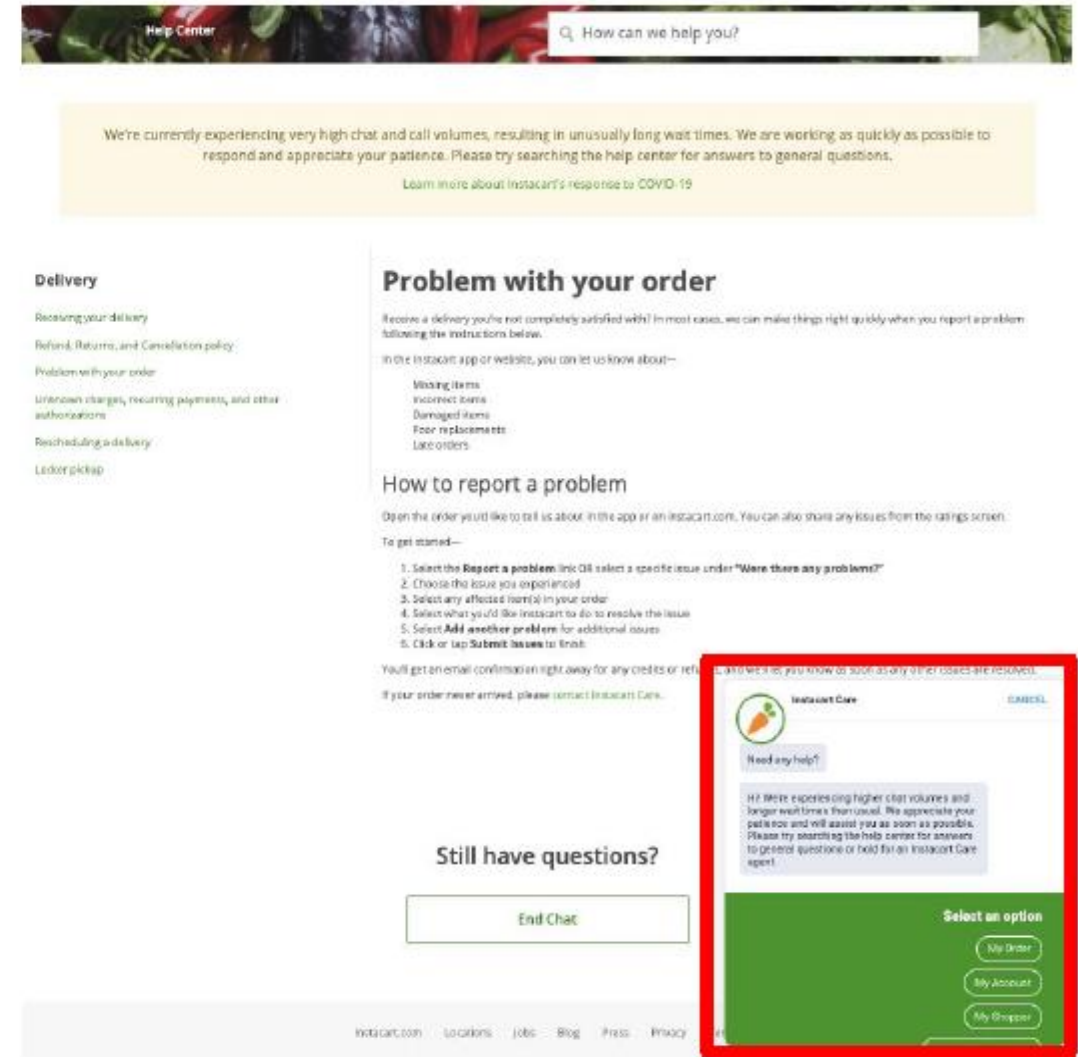
You can search for a topic or select one of the specific topic areas

Website - How to Receive Customer Support (Continued)



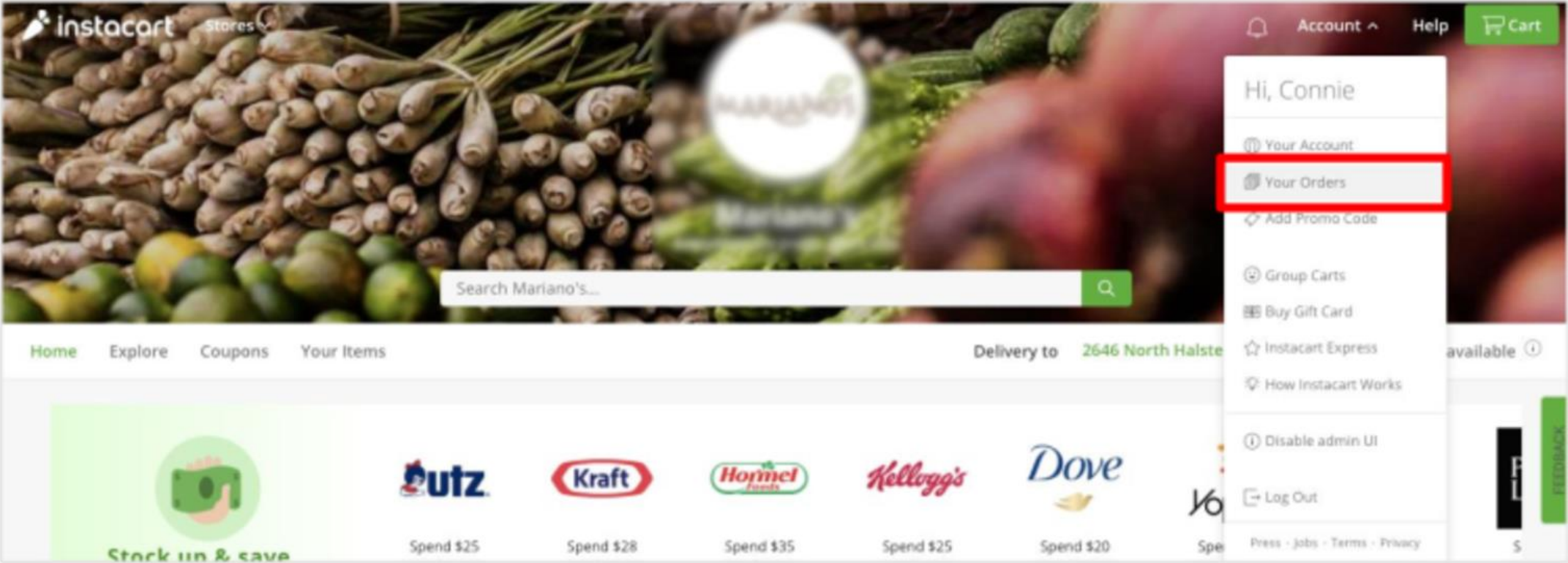
You can browse the common questions and issues customers may have.

If you have any additional questions select 'Contact us' at the bottom of any article.

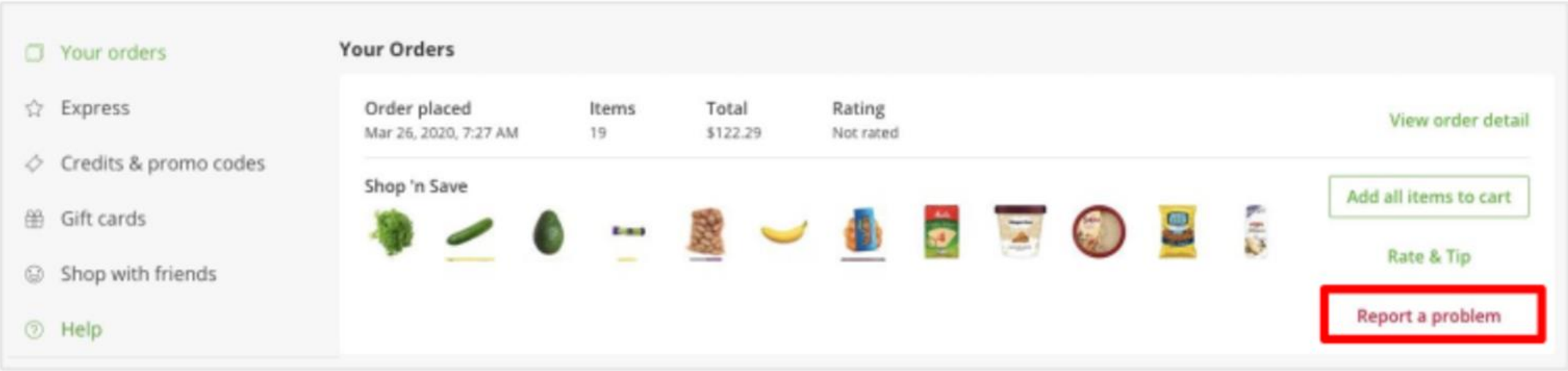


This will open a chat box and you will be able to chat with a Instacart Care Agent directly

Website - How to Report An Issue

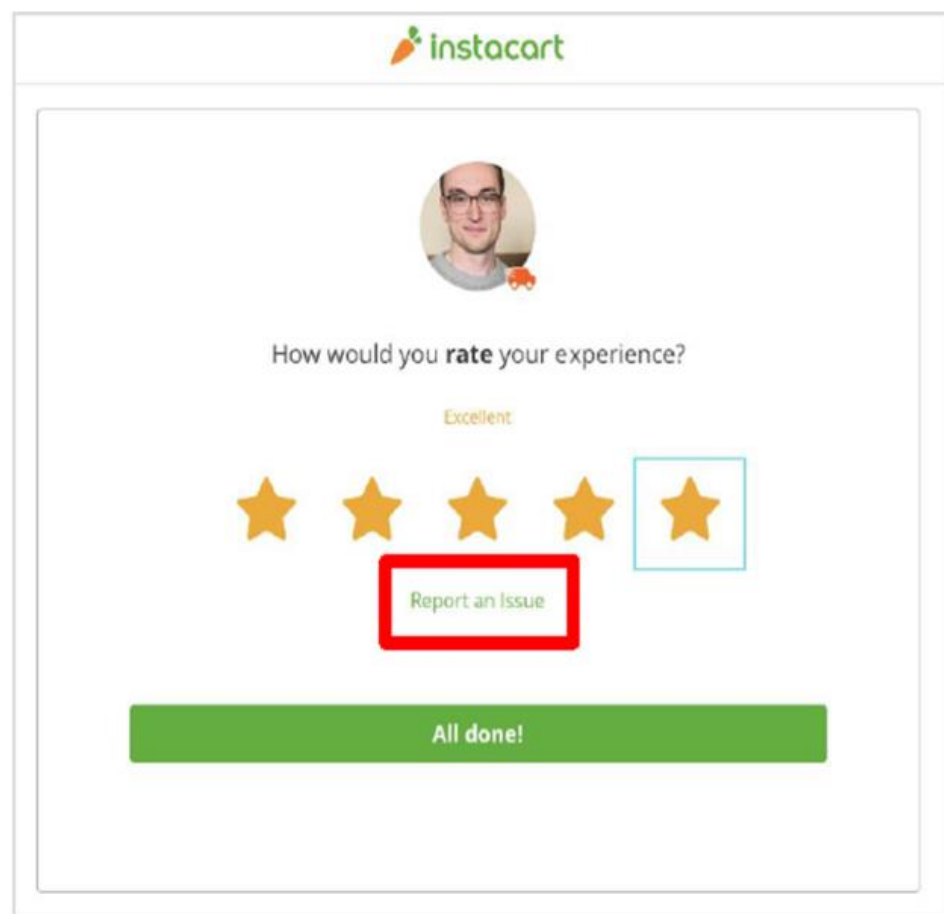


*In the top right,
select "Account"
and then
"Your Orders"*

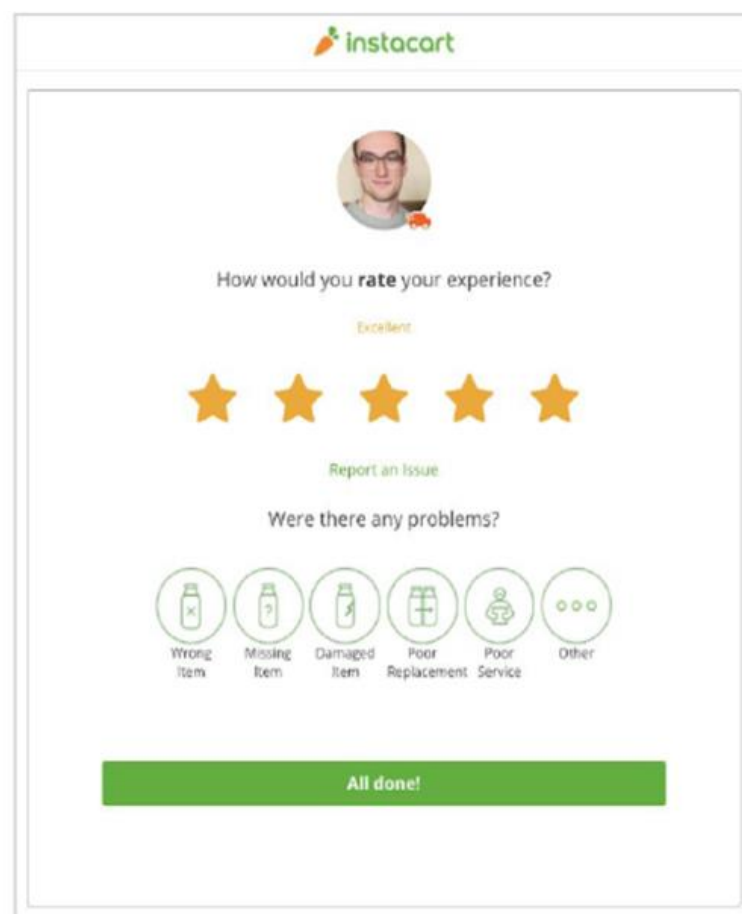


*Under "Your Orders",
select
"Report a Problem"*

Rating Your Experience: You can also report a problem by rating your experience out of five stars, then clicking “Report an Issue.” Select your order issue and provide details about the situation so the Instacart team can email you directly.

The image shows the Instacart rating interface. At the top is the Instacart logo. Below it is a circular profile picture of a man with glasses. The text "How would you rate your experience?" is displayed. Underneath, the word "Excellent" is shown above a row of five yellow stars. The fifth star is highlighted with a blue border. Below the stars is a red rectangular button labeled "Report an Issue". At the bottom is a green button labeled "All done!".

You will be prompted to rate your order, and will have the option to “Report an issue”

The image shows the Instacart report issue interface. At the top is the Instacart logo. Below it is a circular profile picture of a man with glasses. The text "How would you rate your experience?" is displayed. Underneath, the word "Excellent" is shown above a row of five yellow stars. Below the stars is a green button labeled "Report an Issue". Underneath this button is the text "Were there any problems?". Below this text is a row of six circular icons: a bottle with an 'X' (Wrong Item), a bottle with a question mark (Missing Item), a bottle with a checkmark (Damaged Item), a bottle with a plus sign (Poor Replacement), a person with a question mark (Poor Service), and three dots (Other). At the bottom is a green button labeled "All done!".

Select your order issue and provide details. Our CARE Team will automatically email you with an appeasement