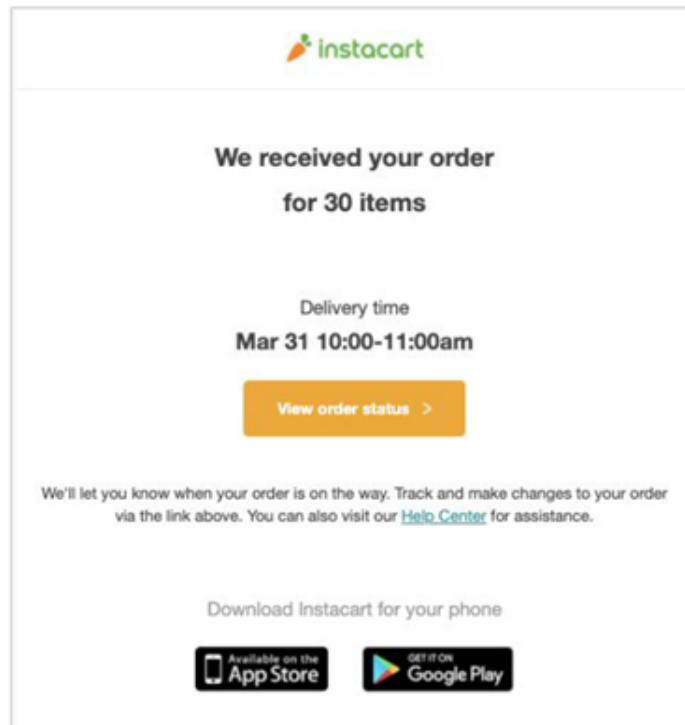


INSTACART DELIVERY & PICKUP CUSTOMER SERVICE TIPS

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.

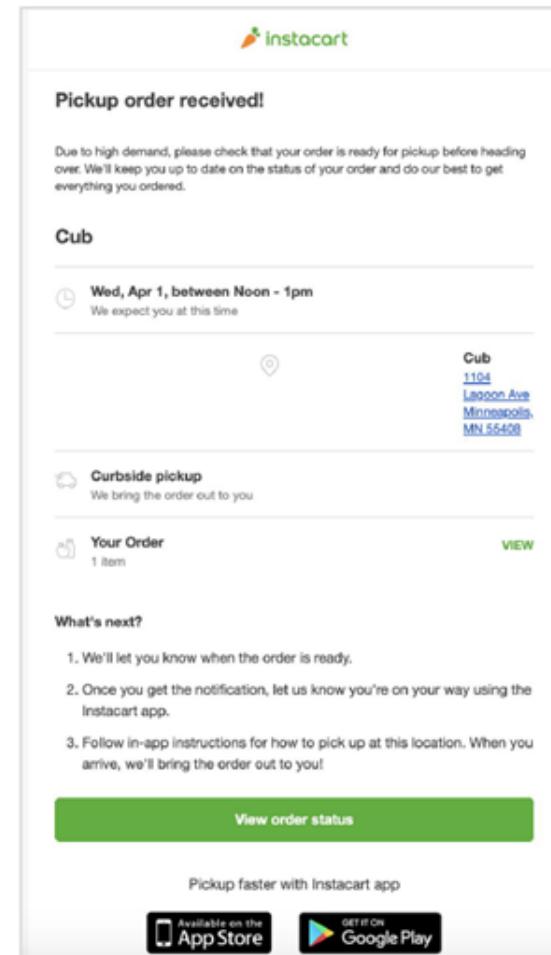
Confirming your order: Check your email, including junk mail, to ensure you received a confirmation before considering your order final. If you did not receive a confirmation, double check your cart to ensure the order has been processed.

Delivery Order Confirmation



The screenshot shows an email confirmation for a delivery order. At the top is the Instacart logo. The main text reads: "We received your order for 30 items". Below this, it specifies the delivery time: "Mar 31 10:00-11:00am". There is an orange button labeled "View order status >". At the bottom, there are links to download the Instacart app from the App Store and Google Play.

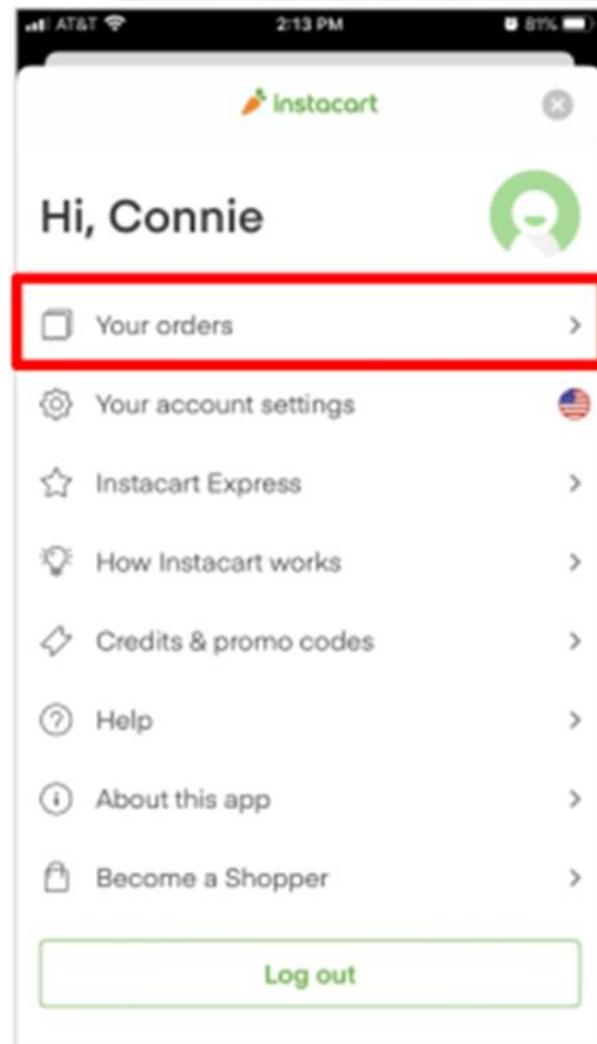
Pickup Order Confirmation



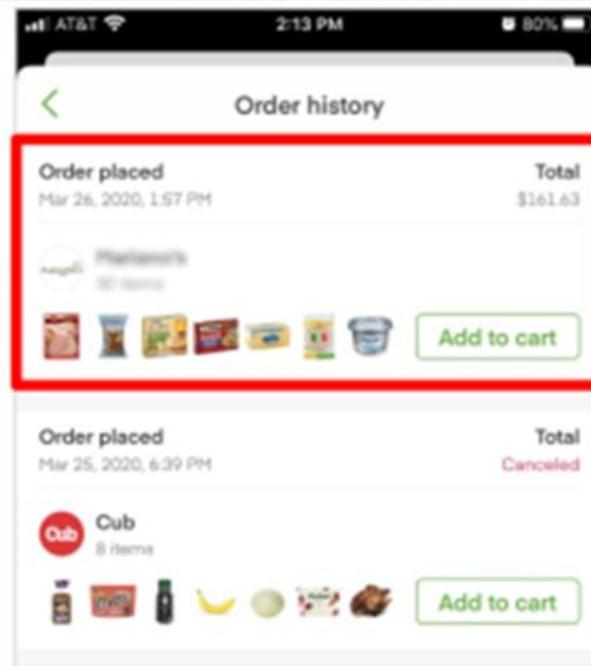
The screenshot shows an email confirmation for a pickup order. At the top is the Instacart logo. The main text reads: "Pickup order received!". Below this, it provides details about the pickup: "Wed, Apr 1, between Noon - 1pm" and "Cub 1104 Lagoon Ave Minneapolis, MN 55408". There is a "VIEW" link next to the order details. At the bottom, there are links to download the Instacart app from the App Store and Google Play.

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.

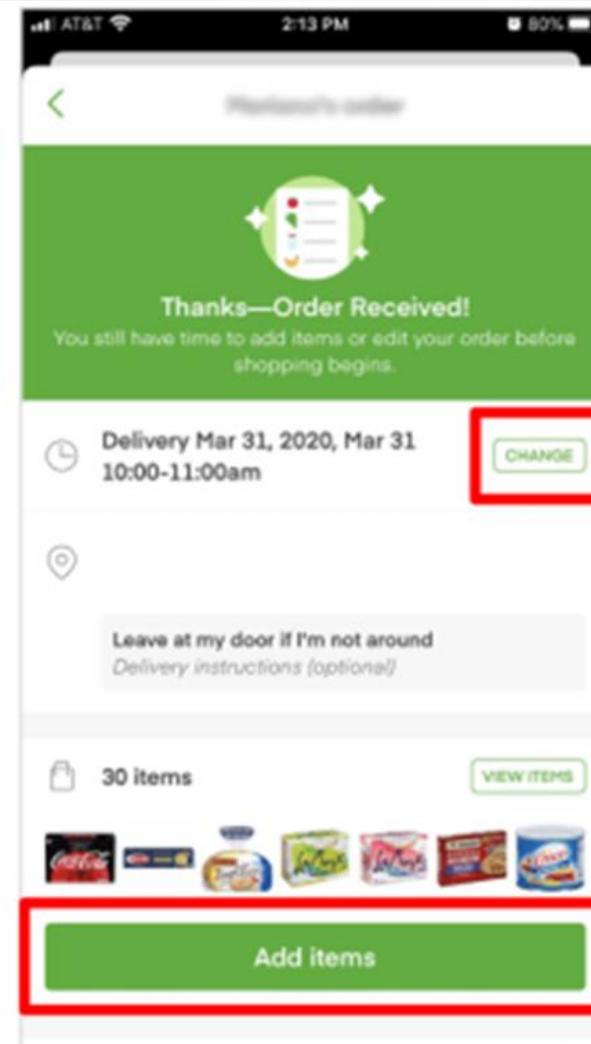
Mobile App



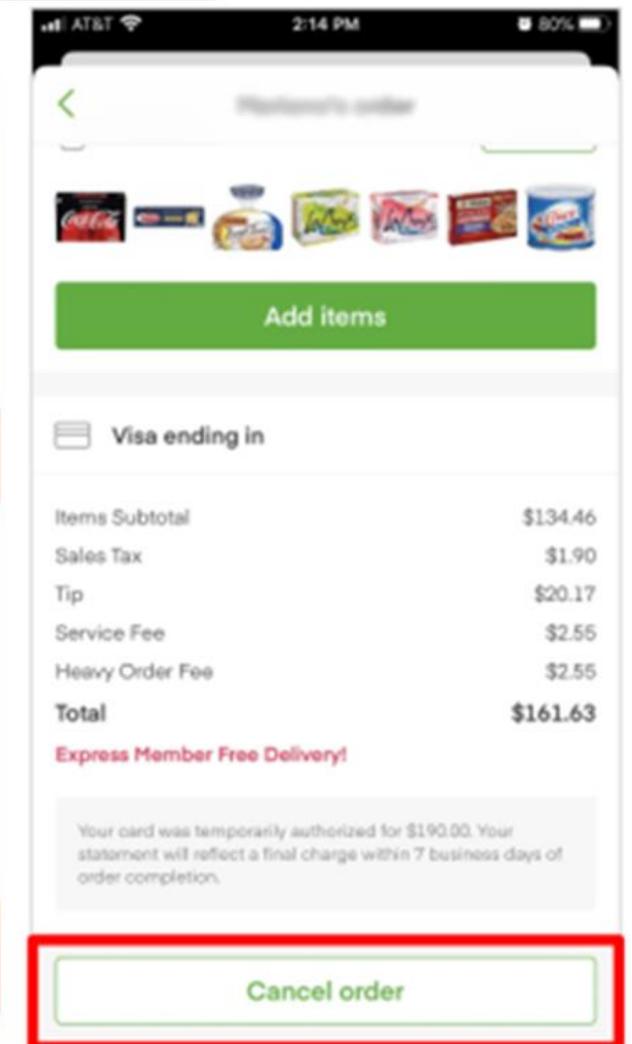
Go to your name or account settings on upper-hand and select "Your orders"



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 displays the main navigation bar with the Instacart logo, a search bar, and an account menu. The account menu is open, showing options like 'Your Account', 'Your Orders', 'Add Promo Code', 'Group Carts', 'Buy Gift Card', 'Instacart Express', 'How Instacart Works', 'Disable admin UI', and 'Log Out'. The 'Your Orders' option is highlighted with a red box. Below the navigation bar, there are promotional banners for various brands like Outz, Kraft, Hormel, Kellogg's, and Dove, each with a spend requirement.

The bottom screenshot shows the 'Your Orders' page. It features a table with columns for 'Order placed', 'Items', 'Total', and 'Rating'. The first order is listed as 'Mar 26, 2020, 1:57 PM' with 30 items and a total of \$161.63. A '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.

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)

The screenshot shows the Instacart website interface for a user named Mariano. At the top, there is a navigation bar with the Instacart logo, a search bar containing 'Search Mariano's...', and links for 'Account' and 'Help'. Below this is a secondary navigation bar with 'Home', 'Explore', 'Coupons', and 'Your Items'. A delivery status bar indicates 'Delivery to Within 2 hours'. A promotional message states: 'It's not too late! You can still add items to your order. We think you'll like these.' Below this is a carousel of product images. A large green banner displays 'Your order to' followed by a progress bar with stages: 'Received' (highlighted), 'In Progress', 'Shopping Complete', 'In Transit', and 'Complete'. The banner also says 'Thanks for shopping with Instacart!' and 'There's still time to edit your cart if you need anything else.' Below the banner is the 'Mariano's Summary' section, which includes a table of items to be shopped and an 'Order Info' sidebar. The 'Add to order' and 'Reschedule Order' buttons in the summary are highlighted with a red box. The 'Cancel Order' button in the sidebar is also highlighted with a red box.

instacort Stores ▾ Search Mariano's... Account ▾ Help Cart

Mariano's Home Explore Coupons Your Items

Delivery to ▾ Within 2 hours ⌚

It's not too late! You can still add items to your order. We think you'll like these.

Your order to

Received In Progress Shopping Complete In Transit Complete

Thanks for shopping with Instacart!

There's still time to edit your cart if you need anything else.

Mariano's Summary

Add to order Reschedule Order

Items to be shopped

	Coca-Cola Zero Sugar \$9.49 - 24 x 24 x 12 fl oz	1 ▾	\$9.49
○ If out of stock, replace with Coca Cola Zero Sugar Cola Edit Add Note			
	Barilla® Classic Blue Box Pasta Fettuccine \$1.49 - 16 oz	1 ▾	\$1.49
○ If out of stock, replace with Prince Fettuccine Edit Add Note			

Order Info

Mar 31 10:00-11:00am

Leave at my door if I'm not around

Contact Preference:
No Preference

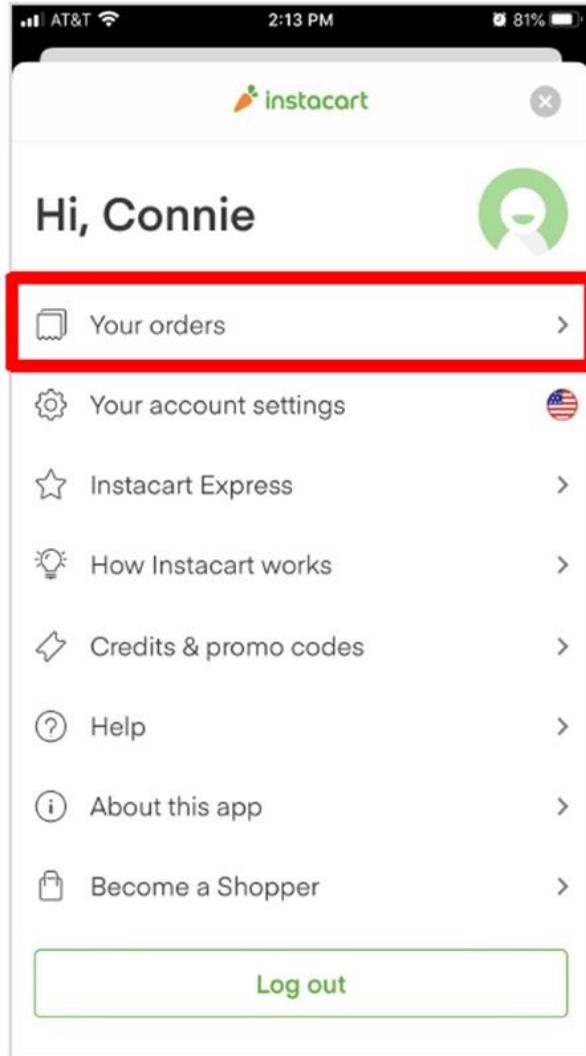
[Edit Order](#)

Cancel Order

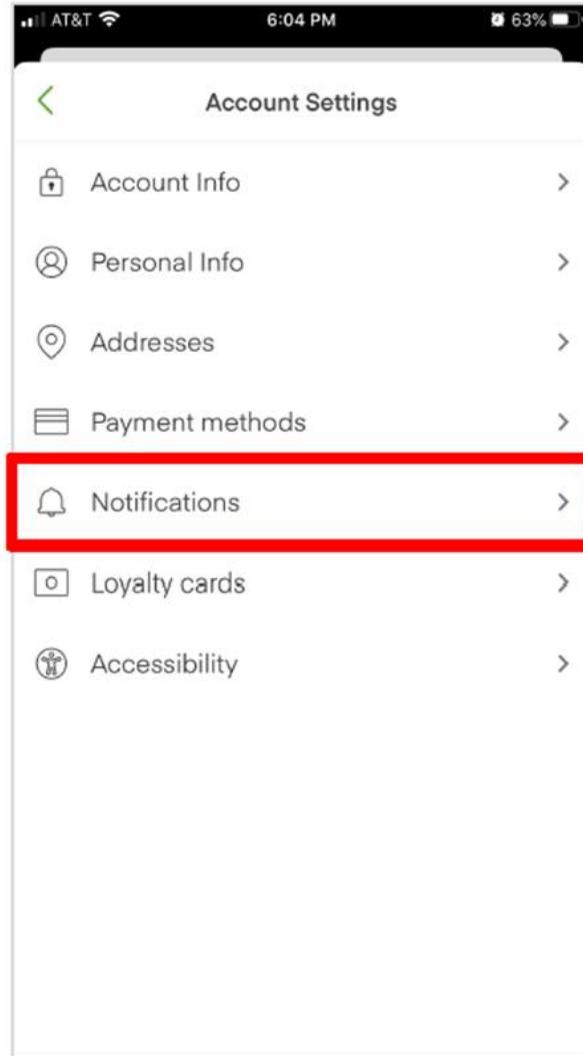
In this view,
you can
"Add to order",
"Reschedule Order",
or
"Cancel Order"

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.”

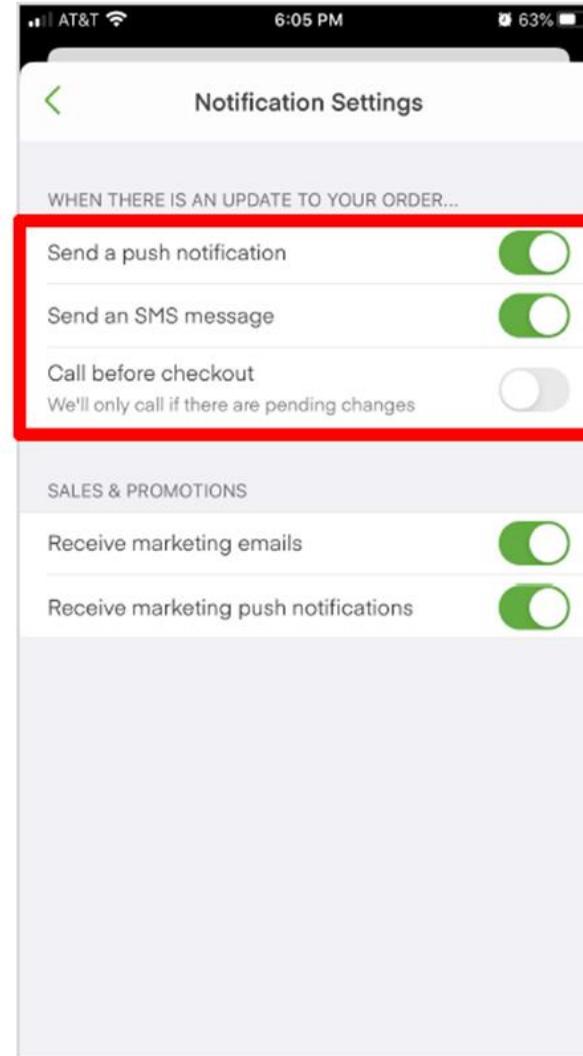
Mobile App



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



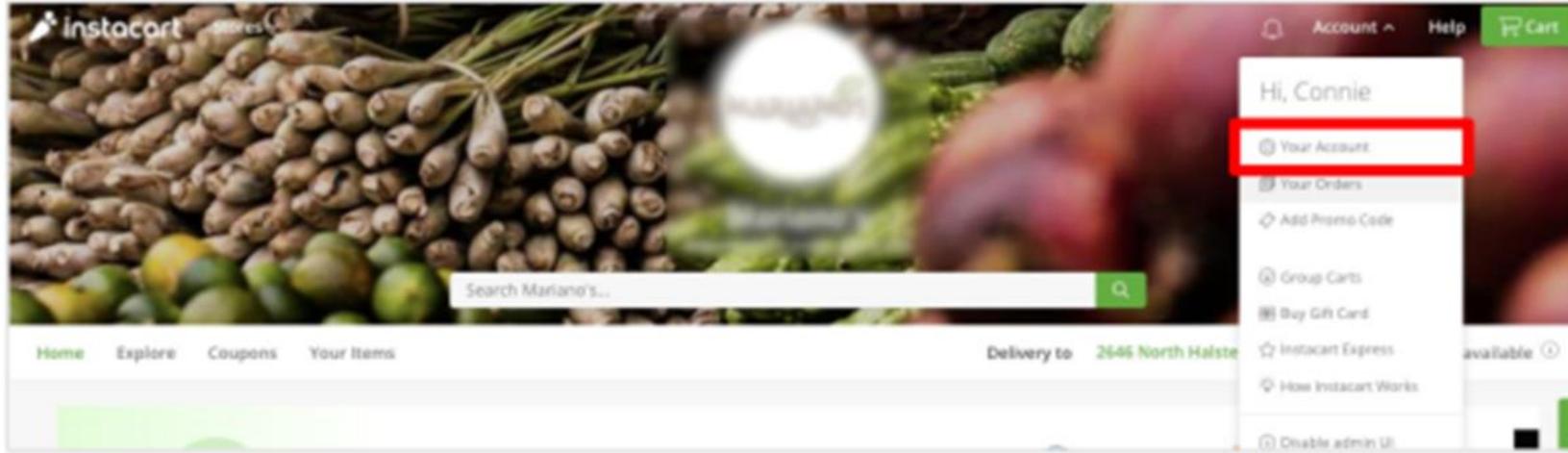
Select "Notifications"



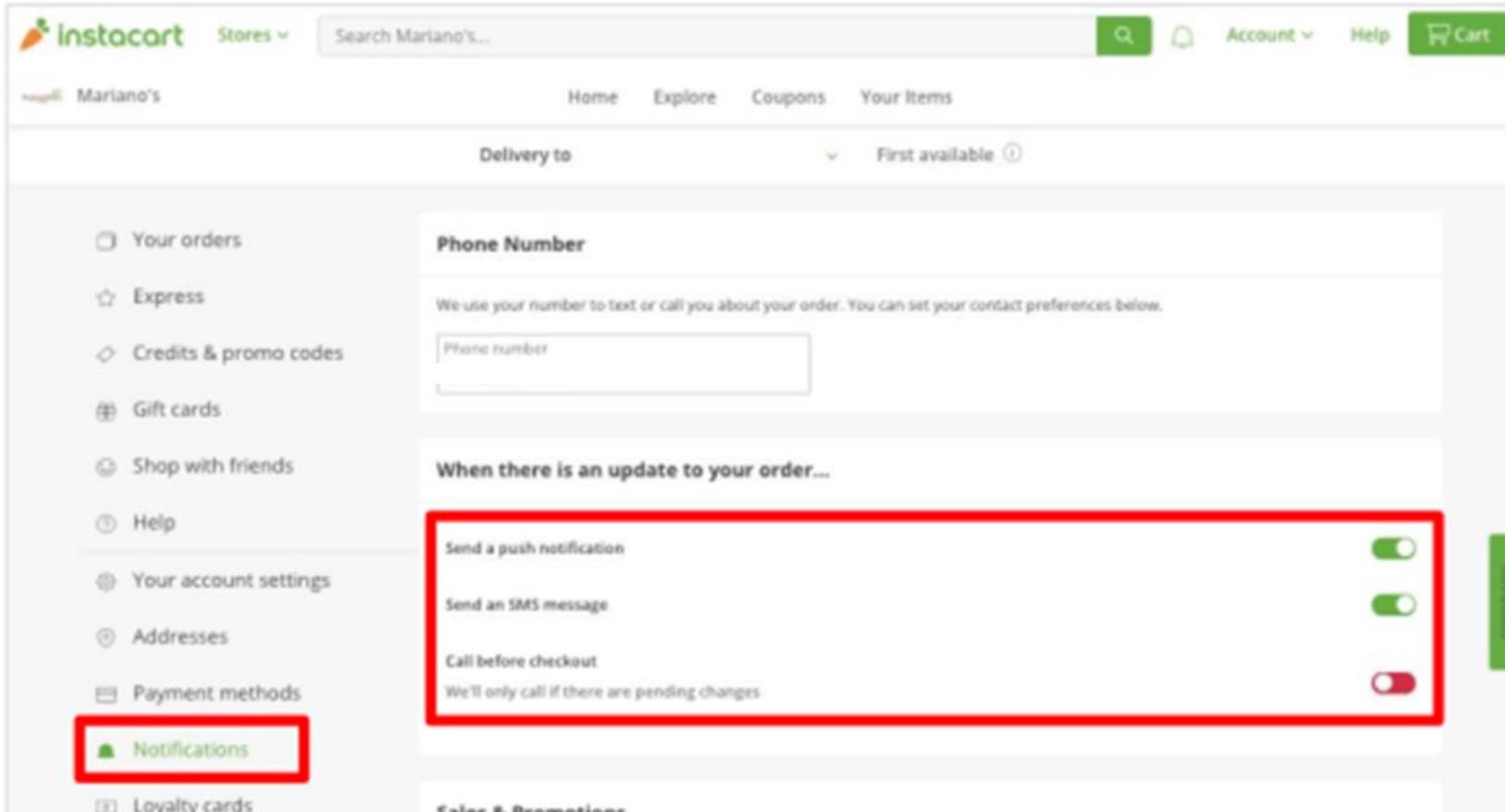
Make sure you have push notifications or SMS messaging turned on (green = on) to be notified of any updates to your order (e.g., delays, replacements, out of stock items)

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

Website



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



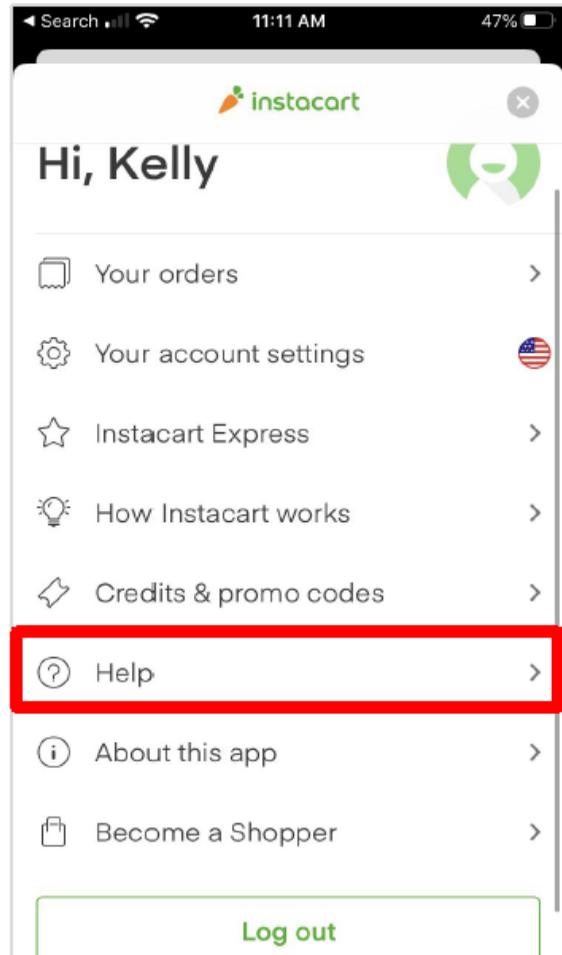
Select "Notifications" in the options towards the left of the page

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)

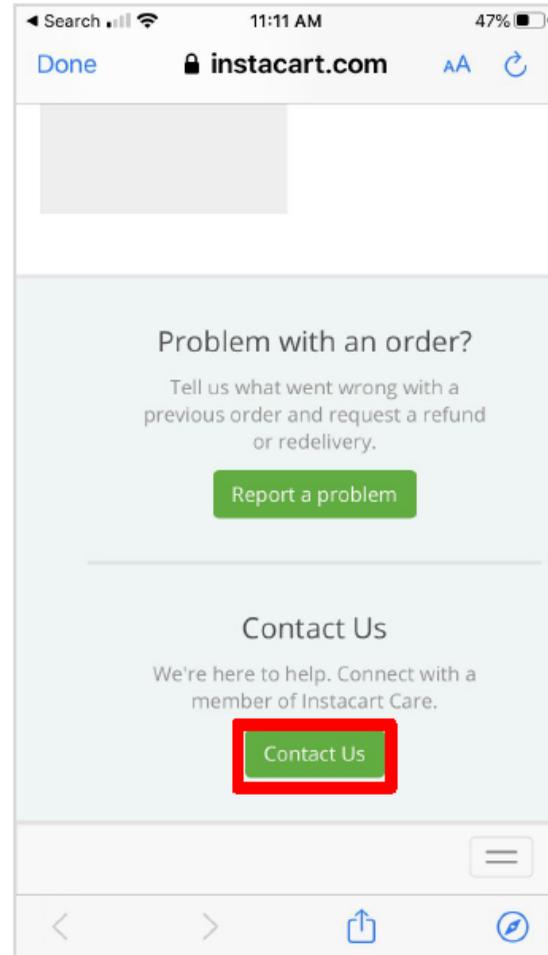
You can also turn on "Call before checkout" if you would like the shopper to call you before finalizing the order if there are any pending changes

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.

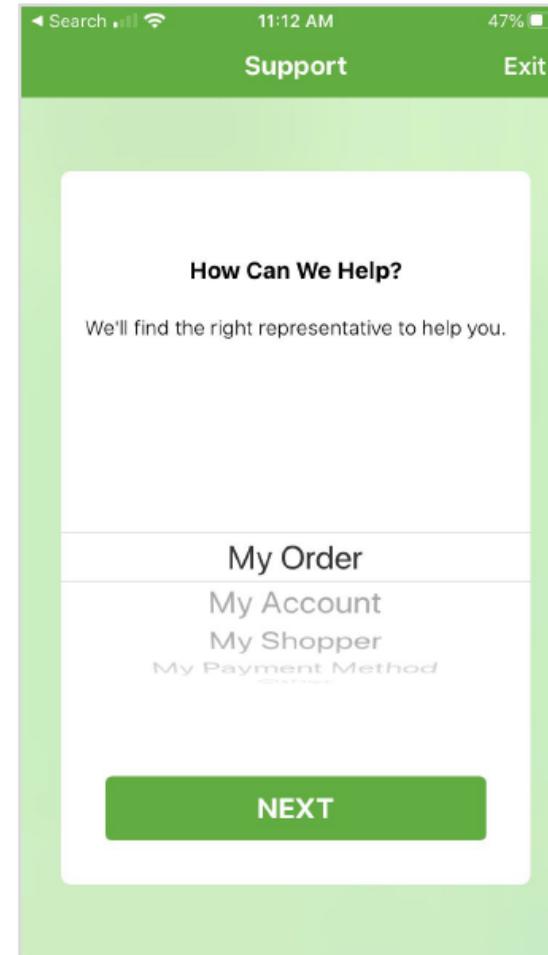
Mobile App- How to Receive Customer Support



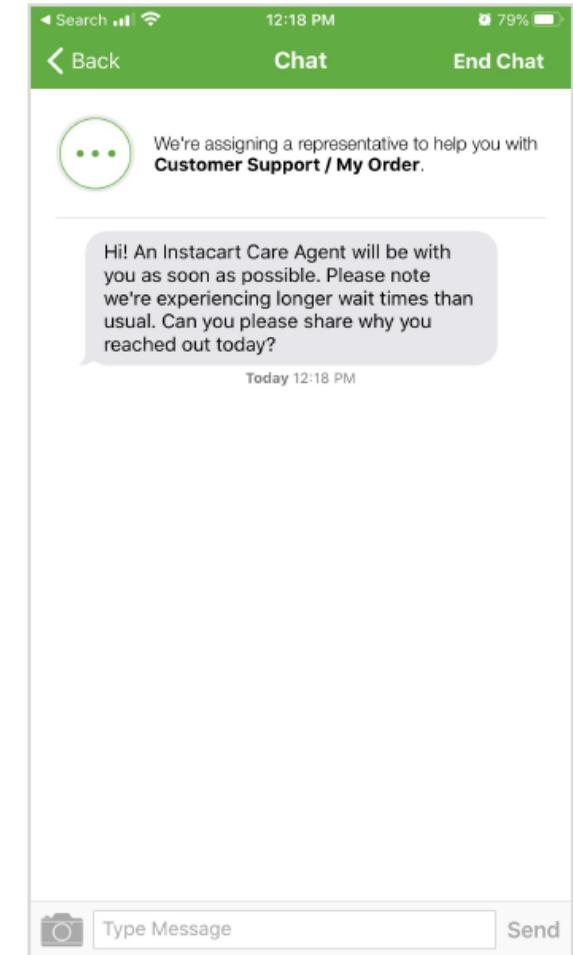
Go to your name or account settings on upper-hand and select "Help"



*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

instacart
Help Center

How can we help you?

We're currently experiencing very high chat and call volumes, resulting in unusually long wait times. We are working as quickly as possible to respond and appreciate your patience. Please try searching the help center for answers to general questions.

[Learn more about Instacart's response to COVID-19](#)

Issue with one of these?

My Order

Express Membership

Want to learn more?

- How Instacart Works
What we do, areas and stores we serve, communicating with us
- Instacart Express
Perks, pricing, and managing your membership
- Placing Orders
Placing an order, sharing a cart, reporting incorrect information
- Order in Progress

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)

Help Center

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Delivery

- Receiving your delivery
- Refund, Returns, and Cancellation policy
- Problem with your order
- Unknown charges, recurring payments, and other authorizations
- Rescheduling a delivery
- Locker pickup

Problem with your order

Receive a delivery you're not completely satisfied with? In most cases, we can make things right quickly when you report a problem following the instructions below.

In the Instacart app or website, you can let us know about—

- Missing items
- Incorrect items
- Damaged items
- Poor replacements
- Late orders

How to report a problem

Open the order you'd like to tell us about in the app or on instacart.com. You can also share any issues from the ratings screen.

To get started—

1. Select the **Report a problem** link OR select a specific issue under **"Were there any problems?"**
2. Choose the issue you experienced
3. Select any affected item(s) in your order
4. Select what you'd like Instacart to do to resolve the issue
5. Select **Add another problem** for additional issues
6. Click or tap **Submit issues** to finish

You'll get an email confirmation right away for any credits or refunds, and we'll let you know as soon as any other issues are resolved.

If your order never arrived, please contact Instacart Care.

Still have questions?

Contact us

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.

Help Center

Q How can we help you?

We're currently experiencing very high chat and call volumes, resulting in unusually long wait times. We are working as quickly as possible to respond and appreciate your patience. Please try searching the help center for answers to general questions.

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If your order never arrived, please contact Instacart Care.

Still have questions?

End Chat

Instacart Care CAREERL

Need any help?

Hi! We're experiencing higher chat volumes and longer wait times than usual. We appreciate your patience and will assist you as soon as possible. Please try searching the help center for answers to general questions or hold for an Instacart Care agent.

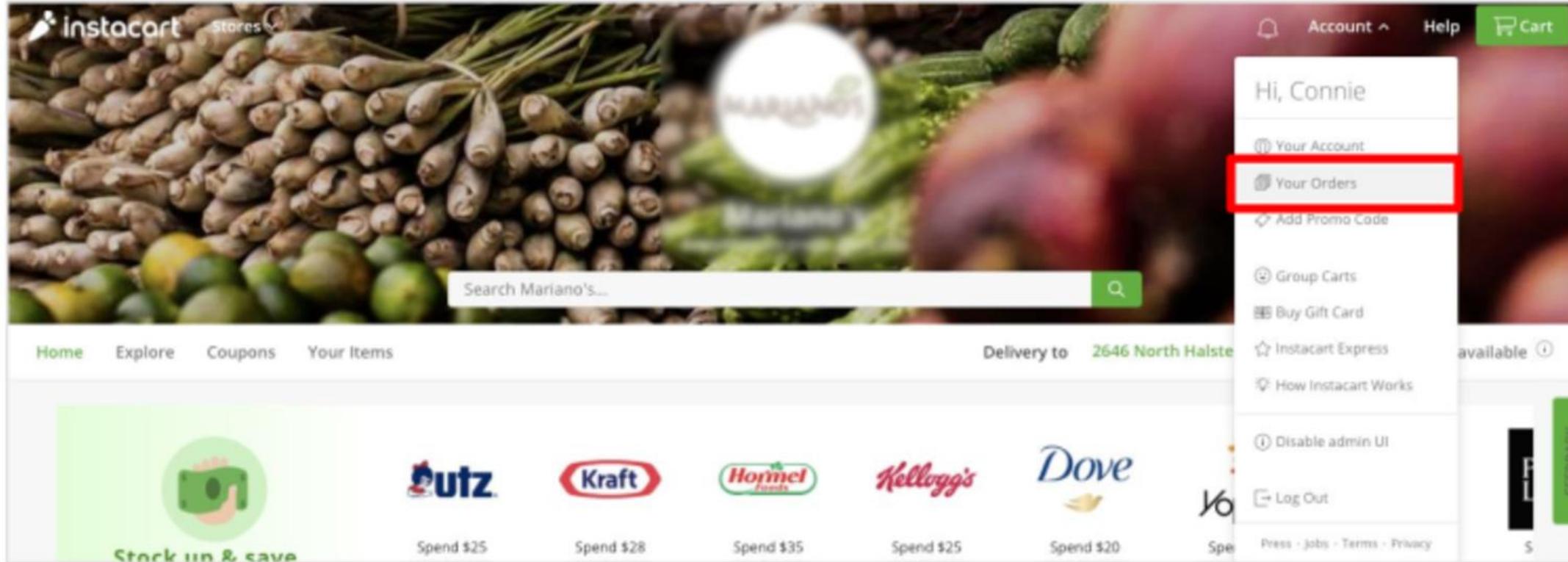
Select an option

- My Order
- My Account
- My Shopper

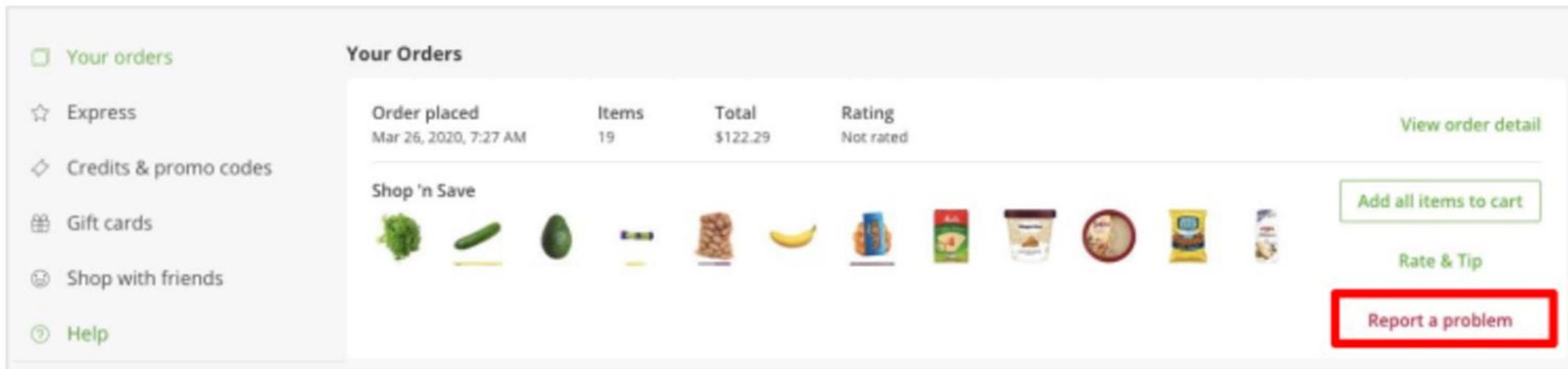
instacart.com Locations Jobs Blog Press Privacy

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

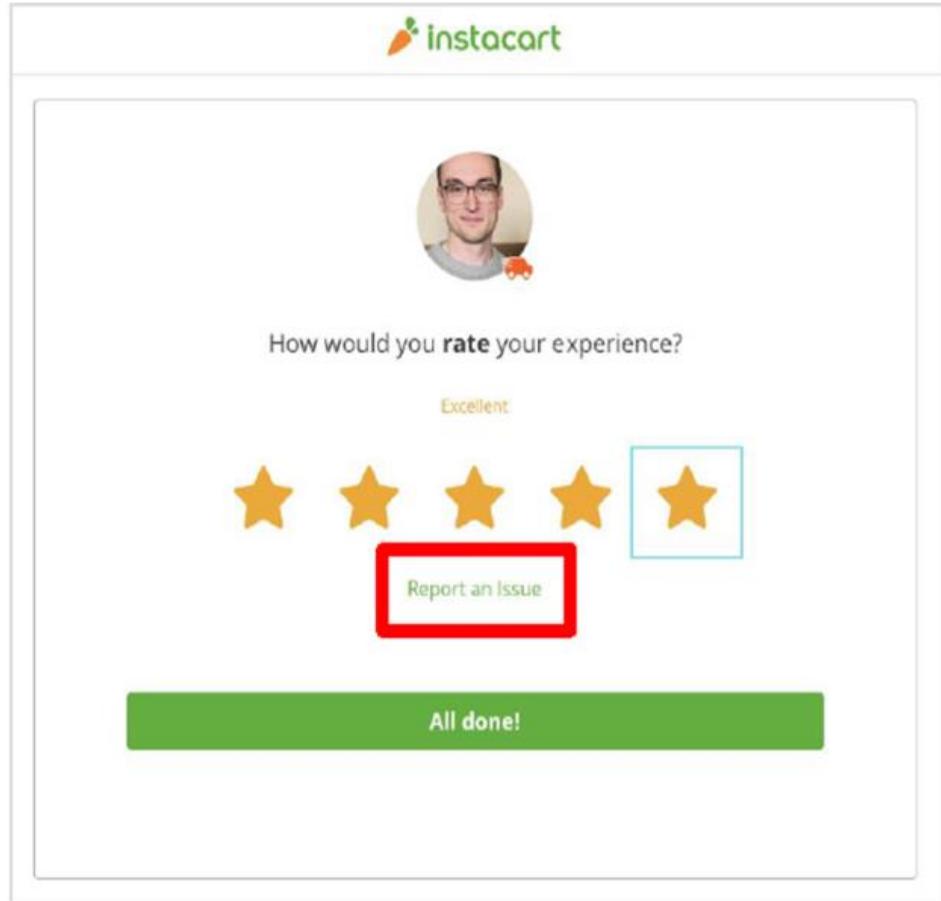


In the top right, select "Account" and then "Your Orders"

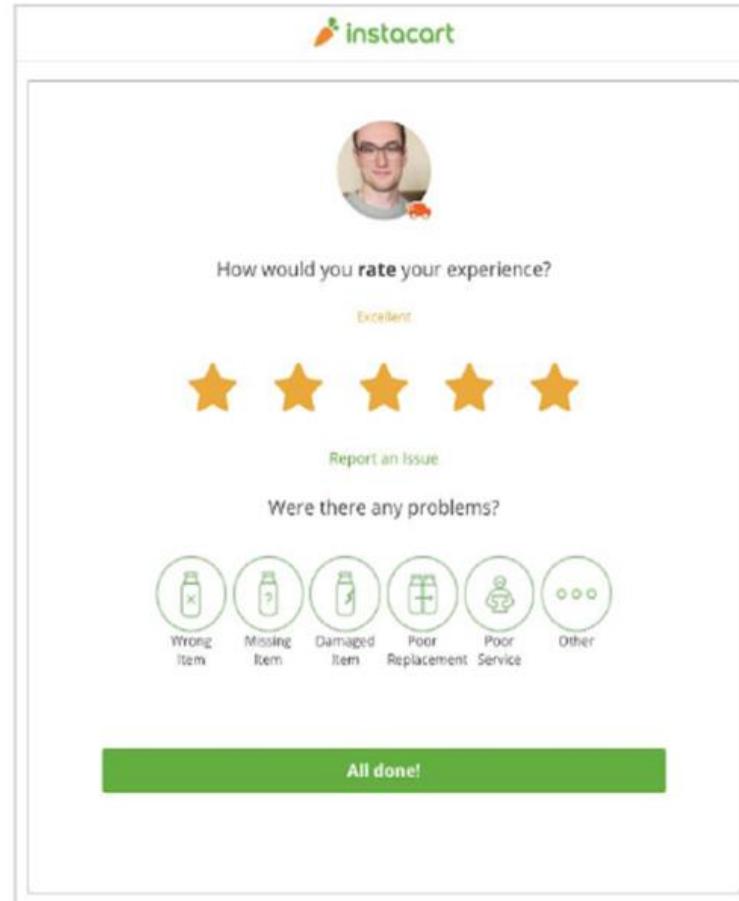


Under "Your Orders" select "Report a Problem"

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.



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



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