

Information about Uber Eats

The purpose of this explanation is to set out, in clear terms, the key services and responsibilities provided by Uber Eats and users of Uber Eats technology. We hope this adds transparency and gives you a clear understanding of how the platform works.

Connecting users

Uber Eats is a platform responsible for connecting eaters, merchants, and delivery people in a marketplace. The technology we provide maintains the Uber Eats marketplace by both balancing the interests and improving the experiences of all users.

Uber Eats technology connects users by allowing:

- *Eaters* to search for and order items from merchants
- *Merchants* to advertise and sell their items to a wide base of eaters
- *Delivery people* to deliver items to eaters

How an order is completed

The eater uses the Uber Eats app to find and place an order with a merchant. The merchant will receive the order request through Restaurant Dashboard and, if they choose to accept it, will start preparing the order.

An order can be completed through different options, including the Uber Delivery Option, the Self-Delivery Option and the Non-Delivery Options (including pickup and dine-in).

Uber Delivery Option

Under the Uber Delivery Option, Uber Eats will provide delivery services to eaters who purchase items from merchants.

When using this Option, the merchant will use Restaurant Dashboard to let Uber Eats know when the order is almost ready for delivery. Uber Eats provides delivery services, and will use the Driver app to surface a request to delivery persons (which they can accept or decline) to provide delivery services as a subcontractor of Uber Eats. Delivery persons who receive the request are identified by the platform as the best available because they are within a reasonable distance of the merchant's location and using a vehicle type suitable for completing the delivery. Sometimes Uber Eats may offer the delivery person the opportunity to batch multiple orders together.

After accepting the trip, the delivery person collects the order from the merchant's location, delivers it to the eater at their requested address, and marks the trip as complete in the Driver app.

Self-Delivery Option

Under the Self-Delivery Option, merchants can use their own delivery staff to deliver items. A merchant using the Self-Delivery Option is responsible for selecting its delivery settings in Restaurant Manager, including delivery fees, delivery areas, and estimated fulfillment times.

When the merchant uses the Self-Delivery Option, it provides its delivery services directly to the eater. Order tracking is not available in the Uber Eats app for these types of orders.

Non-Delivery Options

When using a Non-Delivery Option, the merchant will either make the order available for the eater to pickup from their location (Pickup) or allow the eater to consume the meal at their location (Dine-in).

Responsibilities of Uber Eats

Uber Eats responsibilities include:

- *Technology*: maintaining the efficiency and quality of Uber Eats technology so that it can provide fast and reliable connections between merchants, delivery people, and eaters. To ensure and maintain this quality, Uber Eats also requires merchants (including their delivery staff) and delivery people to meet specific standards before allowing them to participate in the marketplace.
- *Payments*: handling billing and payment between users. Eaters pay for orders and delivery through the Uber Eats app. As a payment collections agent, Uber Eats pays merchants for orders on the eater's behalf. These payments are processed on a weekly basis.
- *Support*: managing support issues and complaints on behalf of users. For instance, the management of complaints about items from eaters on behalf of merchants. In some circumstances, refunds will be deducted directly from merchant payouts. Further information can be found in the [Restaurant Refund Policy](#).
- *Delivery*: If a merchant chooses the Uber Delivery Option, Uber will be responsible for providing delivery services to the eater.

Responsibilities of Users

All users of Uber Eats have different responsibilities which are facilitated by Uber Eats technology:

- *Eaters* must provide accurate payment and location information in the Uber Eats App and be available to receive the delivery when the delivery person arrives at their location.
- *Merchants* must fulfil orders they accept from eaters, prepare orders to an acceptable quality and standard, and ensure their information on the Uber Eats app about items, availability and opening hours is correct. If a merchant is using the Self-Delivery Option,

they must also deliver items to eaters with reasonable care, in a safe and efficient way using good judgment.

- *Delivery people* must deliver items to eaters with reasonable care, in a safe and efficient way using good judgment.

All users are responsible for adhering to the [Community Guidelines](#).

We're here to help

If you have any questions, please visit our help page at help.uber.com.