

Customer refunds

A guide for partners using
our delivery services



Contents

How our refund process works	3
A fair process for partners and customers	4
Partner care	5
How Just Eat investigates and prevents fraudulent refund claims	6
Protecting you from courier fraud	7
Tips to reduce refund claims	8
Re-cook policy	9
Managing refund claims	10





How our refund process works

All refund requests are reviewed by our fraud prevention system, with high-value or suspicious claims being reviewed manually

1. Customer reports an issue

They can do this via self-service or with an advisor.

2. Just Eat runs an assessment

We determine if a refund is appropriate having passed our rules relating to value and frequency.

3. Fraud prevention review

All refund requests are screened by our fraud prevention system.

High-value or suspicious claims lead to a manual review.

4. Manual investigation (when required)

Trained agents examine customer's previous history and nature of the request.

5. Evidence collection

We request supporting evidence when applicable, such as photographs of incorrect/damaged items. Delivery tracking and pin codes are also used by our couriers to ensure we have accurate information.

6. Refund decision and processing

We'll refund only the affected items (not full order unless fully impacted). Where possible, refund specific items within bundle deals (e.g., drink from a meal deal).



A fair process for partners and customers

We aim to make it easy for our partners and customers to contact us with any questions or concerns regarding their orders and accounts.

Where possible, in the first instance we will use advanced automation to ensure a query is handled swiftly and effectively.

- Advisors handle more complex queries via the partner telephone lines and customer Live Chat.
- Our partner chatbot is located on the Partner Hub and can assist you with various actions such as raising compensation requests, checking invoices and managing your menu.





Partner care

We want to ensure that we provide the best and most accessible support.

- Automated prompts keep you instantly informed of order changes and cancellations.
- Our specialist quality team identifies recurring issues and contacts you with tailored feedback.
- Self-service tools on Partner Hub let you easily manage your menu, delivery settings, and hours.
- We handle customer refund enquiries on your behalf so you can focus on running your business.
- You'll receive full refund details and amounts via Partner Hub or your invoice.
- All refunds are protected by fraud checks and customer evidence requirements.
- We provide detailed reasoning when disputing any refund charges.



How Just Eat investigates and prevents fraudulent refund claims



At Just Eat, refund investigations are driven by data.



End-to-end refund validation

Every refund request passes through automated validation checks, and, if necessary, a manual review, before being approved. These checks include:

- Customer identity and accounts
- Unusual ordering patterns
- Checking claims are genuine



Investigation and escalation

High-risk refund cases are escalated to the dedicated **Fraud Investigation** for manual review. Analysts evaluate all digital evidence — chat logs, customer communication, delivery GPS trails, item-level refund histories, and cross-account linkages — to assess intent and legitimacy.

When necessary, **we collaborate with customer care, operations, and payments risk teams** to ensure consistent outcomes and to recover funds where appropriate.



How we decide and learn from what we do

Confirmed fraudulent claims are blocked or reversed, and any linked accounts are monitored or restricted. Learnings from each investigation are fed back into our models to continuously improve fraud detection accuracy and reduce false positives and false negatives.



Protecting you from courier fraud



Behaviour monitoring

Just Eat has a variety of automated fraud processes in place to detect possible fraudulent actions. We look at collect and delivery delays, excessive waits and cancellation after pick-up, to name just a few.



Biometrics

Everyone operating as a courier on Just Eat, either as a main account holder or as a substitute, has to pass rigorous checks to ensure they have the right to work. We validate all couriers' identities through advanced biometric checks.



Thermal bags

If a courier doesn't have a professional grade, sealable bag, let us know and we'll investigate.



If something's not quite right...

If you're not happy with the courier collecting your order, let your account manager know and our dedicated courier team will investigate.

Tips to reduce refund claims



Action

Package non-canned/bottled drinks and/or cold food away from other food items.

If any bulkier items included on the order need to be left outside of the main package, make sure the driver collects them. For example larger drinks bottles not in a bag.

Use actual photos of your food on the menu – see our guide [here](#)

Describe menu items clearly. Include key ingredients and any items they come with (chips, drink etc).

Ensure menu items are customisable where appropriate so it is clear what the customer is ordering and getting.

If an item is out of stock, make sure to mark it out of stock and not available for sale. [Learn more](#)

If providing a substitution for an out-of-stock item, always check that the customer has agreed to receive a substitute for that item, and ensure that any replacement item is appropriate.

Ensure any meal deals or bundles are built correctly, using combos to display sub-items when applicable. [Find out more](#)

Why

Prevents damage to the cold items (e.g. desserts) from hot food.

Prevents spillage or damage to bags/containers to reduce risk of spillage.

This will prevent customers claiming for missing items.

We request photo evidence for food quality issues and damaged item claims. We check that these photos are unique and show the described problem. This is made much easier if we can compare the photos to your actual product.

If a customer claims an item is cooked incorrectly, is not as described, or is missing items, we check this against what is shown on your menu. Having accurate and descriptive menus helps us make the right decision.

This makes it easier to see exactly what was ordered if the customer disputes the contents of the order.

This ensures that customers aren't claiming refunds for missing items when an item was out of stock.

This ensures that a customer cannot claim for a refund for an incorrect item or inappropriate substitution.

If the customer has an issue with a sub-item rather than the entire meal deal, this will help us determine the value of the refund due.

Who

Restaurant and Grocery

Restaurant and Grocery

Restaurant and Grocery

Restaurant and Grocery

Restaurant and Grocery

Grocery

Grocery

All

Re-cook policy

Where we are handling the delivery and a driver hasn't arrived for the order within 10 minutes after your preparation time, you may be eligible for compensation for any wasted food that has had to be re-cooked.

To enquire about compensation:

1. Head to the chatbot on the Partner Hub
2. Type in 'I want compensation for a re-cooked order'
3. Follow the instructions

Always make sure to follow the instructions shown on your device for when to begin preparing the food.

Find out more on using your Just Eat device [here](#)



Managing refund claims

Issue type

Missing

Incorrect order/item

Dietary requirement not met

Incorrectly cooked

Foreign objects in food

Inappropriate substitution

When a customer requests a refund, and once we have completed our stringent checks on their order and profile, we may issue a full or partial refund (or voucher) where necessary.

You will only be charged for a refund on those occasions where the order has gone wrong and it was your responsibility and within your control.

Where Just Eat has completed the delivery, we will pay for delivery-related issues.

If you believe that a refund has been charged to you in error you may dispute this through the Partner Hub. We will review our decision and if the dispute is accepted, the charge will be reversed on your next invoice.

Any evidence you can provide to support your dispute will be used in the decision. Find out more on managing refund claims [here](#).

