

# Pronto Delivery & Order Lifecycle FAQ

---

**Audience:** Pronto customers (customer-facing FAQ)

**Purpose:** Explain what order statuses mean and what customers can do at each stage.

## Order statuses

---

### **Submitted**

Your order was placed successfully and is waiting for merchant confirmation.

### **Accepted**

The merchant confirmed the order and started preparing it.

### **Picked Up**

Your order left the storefront and is on its way.

### **Delivered**

Your order was marked delivered.

### **Canceled**

Your order was canceled. If you did not request the cancellation, contact support.

## Delivery timing and ETA

---

- **ETA** is an estimate and can change based on traffic, demand, weather, and preparation time.
- If your order is late, check the latest ETA first.
- If your order is significantly delayed or appears stalled, contact support so we can help.

## Changing delivery instructions

---

You can sometimes update delivery instructions shortly after placing an order. Once an order is being prepared or picked up, changes may not be possible.

If you need to change:

- **Address:** Contact support as soon as possible.
- **Delivery notes:** Update through the app when available, or contact support early.

## Common questions

---

### “Where is my order?”

Check the order status and ETA. If it's late or hasn't moved for a while, contact support.

### “It says delivered but I don't have it”

Double-check:

- Your delivery address and drop-off notes
- Nearby doors/lobbies/mailrooms
- Whether someone else accepted it

If you still can't find it, contact support.

### “My order is missing items / incorrect”

Contact support and tell us what's missing or incorrect. We'll help with a replacement, credit, or refund depending on the situation.

### “My food arrived cold”

Contact support and include:

- Approx. delivery time
- Any photos (if you have them)
- Whether packaging was intact

## Refunds and credits (high level)

---

If there's an issue (missing items, incorrect order, late delivery, not delivered), Pronto may offer a replacement, credit, or refund depending on the situation. Contact support and we'll guide you through the next step.