

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.