

# **My pick-up or drop-off location was wrong**

If the map in your trip receipt or history shows a different pickup location, route, or destination, please let us know. We'll review and make any necessary fare adjustments.

# **Review duplicate charge**

If you see an unfamiliar charge from Uber on your credit card or bank account, review the information on this page.

# **Is it a pending charge?**

A "pending" charge may be an authorisation hold that will eventually drop off your account and won't ever be charged. We issue authorisation holds as a way to better protect against fraud that may result from unauthorised card usage. All authorisation holds are cancelled within a few business days; some banks may take longer.

You may see an authorisation hold if you recently added a new payment method or if you haven't used Uber in a while.

# **Is the charge linked to a trip/order made by a friend or family member?**

Unrecognised charges can often be tied back to a friend, colleague or family member who may be using your account or your payment information on a different account. Please check with your family and friends as this may help to clarify the charge.

## **Is it tied to a trip or order on your account?**

Check your trip or order history to locate the charge. It may be an updated fare, cancellation fee or a tip that you've added.

## **Did you recently cancel a trip?**

Check your trip history. Cancellation fees pay drivers for the time and effort they spend getting to your location. You can read more about the [cancellation policy](#) in your area.

## **Still don't recognise the charge?**

Share the details below. We'll review and get back to you. If you have more than one unknown charge, tell us about the charges you want us to support with:

Depending on your payment method, please input the required fields to locate your payment:

If your payment is on your PayPal account, please provide the following information:

# My fare was too high

Before you request a trip, an upfront fare is calculated using the expected time and distance of the trip and local traffic, as well as how many riders and nearby drivers are using Uber at that moment. You may be charged a different amount than your upfront fare in case the route deviates from the predicted route.

We are happy to review these cases if you feel you were overcharged.

# Dispute my wait time fee

In some locations, a per-minute wait time fee will begin a few minutes after your driver arrives at your location. We'll notify you that the charge has started, and it will continue until your driver begins the trip.

If your trip is cancelled and you are charged a cancellation fee, you will not be charged for wait time. Additionally, this fee may not apply to airports or certain other venues. It does not apply to certain trip types, such as uberPOOL.

If you feel you were unfairly charged a wait time fee, please let us know by selecting the appropriate toggles below

If someone else took the trip you requested but you were charged for the trip, please click the link below.

# Driver asked to pay cash for tolls on intercity trip

## **When you request an Intercity Trip on Uber, please note**

- Toll and State taxes are to be paid by you over and above the fare shown on the app when you requested the trip.
- In some specific cities, toll and state taxes are included in the fare. Here's the [list](#) of applicable cities.
- Some vehicles might have FASTtag enabled. The toll for such vehicles will be paid automatically through the driver's account. It should still be paid by the rider in cash to the driver.
- FASTag is an electronic toll collection system in India, operated by the National Highway Authority of India. It employs Radio Frequency Identification technology (RFID) for making toll payments directly from the prepaid or savings account linked to it or directly toll owner.

## **I changed my destination**

When you request a ride, you are shown an upfront fare, which is our estimate for how much the trip should cost, based on the estimated distance, time and tolls, and it holds as long as destination remains unchanged and the GPS suggested route is followed.

Please note that if you get dropped off at a destination other than what you requested, or if you entered a destination that was not marked correctly on the map, your fare will change to a fare based on the actual distance, time and tolls for the trip.

We recommend that you enter the exact destination in the app to prevent confusion on the amount you need to pay.

# **I did not use my whole package but was charged the whole amount**

Rental trips allow you to rent an Uber for multiple hours, according to the package chosen by you. The pricing for an Hourly Rental trip depends on the package that you choose.

Please note that if the time or distance covered during the trip is less than the specifications of the selected package, you will be charged for the entire package fare, as selected by you.

# **I was charged more than my Rental package**

Rental trips allow you to rent an Uber for multiple hours, according to the package chosen by you.

When you request a Rental Trip on Uber, please note:

1. Tolls are included in the package fare shown for the trip and should be paid over and above the final fare.
2. Parking fee will not be included in the final fare. You will have to pay the parking fee directly to the driver-partner.
3. The pricing for a Rental trip depends on the package that you choose. However, if the time or distance crosses the limitation of the package, you will be charged more than your package fare, according to the additional time and distance travelled.

# My fare for the Rental trip was higher than expected

The pricing for a Rental trip depends on the package that you choose. However, if the time or distance is crossing the limitation of the package, you will be charged according to the additional time and distance travelled.

Any toll fare will be added to the final fare at the end of the trip if applicable on the route.

Please note that parking fee will not be included in the final fare. Parking fee will have to be paid to the driver-partner directly.

If you still feel that you were overcharged for this trip, we will be happy to review this for you. Please let us know by starting a '**chat with us**'.

# My driver didn't end the trip at the destination

This form is for reporting cases when your driver didn't end the trip at the destination entered by you in the Uber app.

This may happen in a few ways:

**Continued Trip:** Once a rider is dropped off at their destination, the driver does not immediately end the trip as expected and continues driving.

**Time Abuse:** After dropping off a rider, the driver unnecessarily stays at the drop-off location instead of ending the trip immediately and ends the trip after some time.

If you feel that the fare was higher than expected due to any one of these reasons, please let us know by filling the form below:

## **My driver ended my Rental trip before it was complete**

Rental trips allow you to rent an Uber for multiple hours, according to the package chosen by you. The Uber will wait as required at the added stops until you choose to end your trip.

If your driver ended the trip after a stop or before your chosen package distance/time ended, we will be happy to review this for you. Please let us know by starting a **‘chat with us’**.

## **Driver asked for extra cash on an Intercity trip**

**When you request an Intercity Trip on Uber, please note**

- Toll and State taxes are to be paid by you over and above the fare shown on the app when you requested the trip.
- Some vehicles might have FASTtag enabled. The toll for such vehicles will be paid automatically through the driver's account. It should still be paid by the rider in cash to the driver.

- FASTag is an electronic toll collection system in India, operated by the National Highway Authority of India. It employs Radio Frequency Identification technology (RFID) for making toll payments directly from the prepaid or savings account linked to it or directly toll owner.

If you still feel that the driver asked you for extra cash beyond the toll charges, please let us know by starting a '**chat with us**'.

## The fare for my Intercity trip is higher than expected

Before you request an Intercity trip, an upfront fare is calculated using the expected time and distance of the trip and traffic. You may be charged a different amount than your upfront fare in case the route deviates from the predicted route.

Please note that during an Intercity trip, you will have to pay all the tolls & state tax. These charges are not included in the fare displayed on the app.

Additionally, the parking fee will not be included in the final fare. The parking fee will have to be paid to the driver-partner directly.



