

Sep 1, 2024

Attn: Chargeback Department

Re: Case 23A043250

Dear Chargeback Department,

As you can see from the support documentation, this is a legitimate transaction that took place by the customer David Attenborough, on the DoorDash website or mobile app, on June 30, 2024. The order was successfully delivered on June 30, 2024.

It is possible that the customer did not recognize the merchant name on their statement, which is DD*DoorDash. DoorDash is the company name that operates the DoorDash platform

DoorDash is a food delivery platform that connects customers with local and national businesses. Customers use our online store or the DoorDash app to purchase delivery and takeout from the best local restaurants. Once the order has been made, the business prepares the food items and an independent contractor, known as a "Dasher", picks up the order and delivers it directly to the address provided by the customer.

We oversee the fulfillment of customer orders, and correspond directly with our customers, via app or our support team, to make sure they have accurate order status and delivery information.

On Sep 1, 2024, DoorDash received a dispute for a charge we made in the amount of \$30.22. The dispute was for the amount of \$30.22, billed on June 30, 2024, to a Mastercard with an expiration date of 09/2033, whose last four digits are 1131.

The charge in question has a credit card statement title of DD*DoorDash SuperBurrito.

The following documentation demonstrates when and why the charge was made, the necessary steps we took to secure authorization from David Attenborough, and how we communicated with the customer before, during, and after the transaction to ensure a secure and valid exchange. The evidence that follows provides ample proof that the dispute served is invalid.

Transaction Information

On June 30, 2024, David Attenborough registered an account with DoorDash with the email address davenatgeo@yahoo.com, agreeing to our terms of service. On June 30, 2024, the customer used the DoorDash online store or app to purchase a selection of products for delivery from Super Burrito, for the amount of \$30.22. An itemized list of the order can be viewed below. On June 30, 2024, David Attenborough was billed for their order. The charge was for the amount of \$30.22 billed to a Mastercard with an expiration date of 09/2033 and the last four digits 1131. The charge has a statement descriptor of DD*DoorDash SuperBurrito.

Order Information

On June 30, 2024, David Attenborough used DoorDash (<https://www.DoorDash.com/>) or the DoorDash App to purchase the following products for the amount of \$30.22, from Super Burrito. DoorDash tips are optional.



Super Burrito

3 Items



1× CARNE ASADA BURRITO

\$15.70

Spicy



1× CHIPS & SALSA

\$3.15



1× CHIPS & PICO

\$5.25

Subtotal	\$24.10
Regulatory Response Fee	\$1.99
Delivery Fee	\$2.49 \$0.00
Service Fee	\$3.62 \$1.99
Estimated Tax	\$2.14
Dasher Tip	\$0.00
Total	\$30.22

The charged amount of \$30.22 reflects the price of the products purchased in addition to taxes, delivery fees, service fees, and tip (if selected).

Address Verification System (AVS) Checks

We perform additional verification checks when a customer's card is charged in order to ensure a valid transaction. When David Attenborough's Mastercard ending in 1131 was charged and/or tokenized, it satisfied the following pass/fail checks:

Zipcode Check: PASS

IP address tracking

Our system automatically logs customers via their IP address, to make a record of the actions they take in our system and to provide an added level of verification when processing orders. Here are actions taken by David Attenborough in our system:

On June 30, 2024, David Attenborough, with the account davenatgeo@yahoo.com, entered a billing address of 20032 using a Android, with the IP 2607:a0ec:3e5a:2487:8d19:586d:7f42:5e47:c2a0.

On June 30, 2024, David Attenborough entered delivery address of 186 Washington Ave using a Android, from the browser DoorDashConsumer/Android 15.87.10 and with the IP 2607:a0ec:3e5a:2487:8d19:586d:7f42:5e47:c2a0.

On June 30, 2024, David Attenborough, submitted the order for Super Burrito using a Android, with the IP 2607:a0ec:3e5a:2487:8d19:586d:7f42:5e47:c2a0.

Prior Transactions

In total, the customer has placed 7 DoorDash orders using this payment method.

DoorDash also tracks the number of successful orders by this customer with the delivery address of 186 Washington Ave, Brooklyn, NY 11205. The customer has placed 3 orders using this address.

Delivery Information

On June 30, 2024, David Attenborough selected to receive their order via delivery. David Attenborough provided a delivery address of 186 Washington Ave, Brooklyn, NY USA.

Issue Reconciliation

DoorDash provides multiple opportunities for consumers to reach out to us directly, either through the app itself, or in response to delivery confirmation emails. We strongly encourage customers to reach out to us via phone or email to resolve any issues related to their order as they come up.

Communication with Customer

The customer supplied the email address davenatgeo@yahoo.com during the sign-up process. We used this to communicate order status, billing and pick up/delivery information.

On June 30, 2024 we sent an order summary to davenatgeo@yahoo.com, confirming the customer's purchase:

On June 30, 2024 14:35:51 we sent David Attenborough an in-app notification, and an email to notify the customer of shipment. Here is the email we sent to davenatgeo@yahoo.com:

THANKS FOR YOUR ORDER



The estimated delivery time for your order is **11:27 AM - 11:42 AM**. Track your order in the [DoorDash](#) app or website.

[Track Your Order](#)

Paid with Visa Ending in 1131 and/or credits
Super Burrito
Total: \$30.22

YOUR RECEIPT

186 Washington Ave #Apt 1, , NY 11205, US

Estimated Total	\$30.22
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[View Full Receipt](#)
[Get Order Help](#)

On June 30, 2024 14:35:51, David Attenborough also received a text message to +12023898220.

Acceptance of Terms and Conditions

David Attenborough, with the registered account davenatgeo@yahoo.com, accepted the DoorDash Terms and Conditions when they created their account on DoorDash on June 30, 2024 from 2607:a0ec:3e5a:2487:8d19:586d:7f42:5e47:c2a0. The terms and conditions are available in full at https://help.DoorDash.com/consumers/s/terms-and-conditions-us?language=en_US.

Contact for Further Correspondence

The evidence provided above indicates that we have processed and fulfilled this customer order correctly, and that this dispute is invalid. We're happy to provide any additional clarification to help you in resolving this dispute. Please contact us at support@DoorDash.com with any further questions.