



# Delivery Partner Deactivation Policy

**December 16, 2024**

Grubhub Delivery Partners are essential to connecting customers with their favorite merchants, and we aim to support you with tools, knowledge, and resources to deliver safely and effectively.

At Grubhub, our goal is for everyone who uses our platform to have a safe and enjoyable experience. To help achieve this, Grubhub provides requirements and conditions for using the Grubhub platform to all users before gaining access to our platform. We hope to provide guidance for Delivery Partners to be aware of what actions or behaviors to avoid in order to continue actively delivering with Grubhub.

Delivery partners are bound by the terms and conditions outlined in your applicable Delivery Partner Agreement. In addition, below is a non-exhaustive list of actions or behaviors that may lead to your Grubhub account being deactivated:

1. Actions or behaviors impacting customer merchant or third party safety or causing economic harm and associated with the Grubhub platform, including:
  - Any action or behavior that endangers the physical safety of a customer, merchant, third person, Grubhub agent or employee. For instance, if a Delivery Partner physically assaults a customer or merchant partner, which is egregious misconduct that could result in immediate deactivation.
  - Any action or behavior that causes economic (monetary) harm to a customer, merchant, third party or Grubhub. For instance, any financial fraudulent activity, such as improperly increasing the time or distance of a delivery on purpose, theft or tampering of an order or other item, or property damage, which is egregious misconduct that could result in immediate deactivation.
  - Any action or behavior that is threatening, harassing or abusive to a customer, merchant, third party or Grubhub. For instance, any verbal threat to someone's safety, which is egregious misconduct that could result in immediate deactivation.
2. If delivering alcohol, failing to follow [Grubhub's Alcoholic Beverages Delivery Policy](#), including delivering alcohol to a recipient without verifying the recipient's age or checking for intoxication.
3. Identity fraud, such as a Delivery Partner falsifying information, assuming someone else's identity, creating a duplicate account, unauthorized sharing of your account with someone



else, not verifying personal information or submitting personal information or documents that don't belong to them.

4. All Delivery Partners must agree to regular background screenings, which include evaluating motor vehicle records and criminal history. The exact eligibility criteria may depend on where you deliver and your chosen method of transportation. In addition to any applicable state and local laws, here are some reasons for deactivations based on background checks:

- Recent felony offenses
- Recent serious criminal offenses—including sexual assault, sex crimes against children, murder/homicide, terrorism, human trafficking, and kidnapping
- Any serious criminal charges that are still pending
- Multiple moving violations or accidents in the last 2 years
- Any recent serious driving violation, such as DUI, reckless driving, or hit-and-run

5. Account Violations. An “account violation” is a pattern or behavior that negatively impacts merchants, diners, and Grubhub. If an account violation occurs, you will receive a notification through the Grubhub for Drivers app and an email. You'll have a chance to review and acknowledge the violation via the app. Violations expire and will be removed from your account after 90 days. If 3 violations occur within a rolling 90 day period, your account will be deactivated and you won't be able to log on to the app. Below is a non-exhaustive list of behaviors that can lead to an account violation:

- **Unassigned orders** - Accepting orders and refusing to complete the deliveries, resulting in a delayed or canceled experience for the merchant and customer
- **Marking merchants as closed when they are not closed** - Reporting a merchant is closed within the app despite the merchant being open and able to take orders
- **Failing to deliver/delivering orders to the wrong place after pick up** - Not completing orders by either dropping orders off in the wrong location or by theft of orders/items
- **Delaying pickup or drop-off of orders you've accepted** - Not moving to the merchant/customer after accepting the order or leaving the merchant
- **Overcharged Orders** - Buying more items or services, on the Grubhub Driver Card, than were ordered by the customer
- **Masking/Falsifying location** - Hiding or misrepresenting your actual location while available on the app
- **Falsifying Delivery Progress** - Giving incorrect information concerning arrival at a merchant and order pick-ups and drop-offs



- **Incorrect Photos** - Uploading or providing photos that are not of the correct subject or quality in an apparent misrepresentation attempt
- **Canceling Orders Without Cause** - Incorrectly canceling orders with cause to falsely earn cancellation pay
- **ID Scan Avoidance** - Continually failing to attempt an ID scan from a customer when making a delivery that requires a scan
- **Marking all Items Unavailable** - Deliberately marking all shopping items unavailable to cancel an order and gain delivery pay
- **Canceling Shopping After Paying** - Canceling shopping orders after paying without returning the items and receiving a refund
- **Failing to Return Alcohol** - Not returning alcohol to the merchant if an order cannot be delivered to the customer
- **Avoiding Delivery PIN Entry** - Not using the dropoff PIN when prompted.
- Any similar behavior that negatively impacts or threatens to negatively impact diners, merchants, other third parties or Grubhub.

6. Delivery Partners may be subject to deactivation if their minimum average rating, including, but not limited to, average rating from restaurants and diners, falls below the minimum standard required to maintain access to the Grubhub platform.

Grubhub reserves the right to establish, communicate, and adjust these minimum average ratings at its discretion and based on the Delivery Partner's market. Delivery Partners will be notified if their minimum average rating falls below the required standards and may be subject to review or deactivation if improvements are not made.

This above outlines common reasons for deactivation, but if a Delivery Partner violates any terms of their contractual agreement with Grubhub, or any applicable terms or policies, including the Grubhub Delivery Partner Terms of Use, they can lose access to the Grubhub platform. Grubhub will provide notice of any deactivation.