

How to Handle Disputes

Who Handles Disputes?

Every person in reservations handles disputes from a customer service angle. This is not the same thing as giving a refund or submitting paperwork to a bank or credit card company to win a dispute.

Dispute Basics

Once a dispute is initiated, no refunds can be given to customers. We cannot issue a refund until the dispute is withdrawn even if one is due because we run the risk of giving the customer back double the amount they paid or the incorrect amount.

Winning a dispute doesn't mean the customer doesn't owe the money to the company and can result in the customer being sent to 3rd party collections. However, our goal is to prevent disputes, solve the problem with one point of contact, and resolve disputes in the company's favor. If a refund is due, we will gladly issue one if the Cancellation Policy tells us to do so.

What information can I give out?

Generally, we need the confirmation number to give out non-confidential information like are the charges valid and what happened. You can also pull them up by last name and date if they don't have the confirmation number. You should not give out personal information like name, phone number, addresses, or the last 4 of the card number, this information is considered confidential. The banker should provide you with enough information to locate the customer.

Are the Charges Valid?

"All charges are valid," and you should tell the bank that. There is no such thing as an invalid charge since the software will not allow us to charge customers without a reservation, or for more than the amount agreed.

All you have to do is read the notes after you look them up, and look at when the emails were sent compared to the date and time of the reservation. Then respond to the bank person appropriately keeping the following in mind.

Drivers don't have access to make notes even though there is a box in RideBits for driver notes, and dispatchers don't have an incentive to lie, so generally the notes are correct.

We follow the Cancellation Policy every time.

Some customers are due a refund and some are not due a refund depending on the cancellation policy, and whether they requested a refund via email. We do not process refunds over the phone.

If they don't follow the process to request a refund via email and dispute the charges, then the dispute is invalid and the customer is not due a refund.

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Who is NOT eligible for a refund?

- No shows – the driver showed up, waited for 30 minutes, and made at least 3 attempts to contact the customer with no response e.g. call, text, email.
- Customer canceled less than 4 hours before their pickup time, or the driver is en route to pickup the customer for trips lasting longer than 4 hours.
- Driver was late, but the customer still received the ride.

Who is eligible for a partial refund?

- Customers who follow the process to request a refund via email, do not dispute any charges, and cancel greater than 4 hours ahead of their pickup time for trips that do not last more than 4 hours. Refund amounts can vary from 50-70% depending on when they cancelled.

Who is eligible for a full refund?

- Read “How to Refund” on your portal for the List of Full Refund Exceptions and more details on refund percentages. There are significant upfront costs involved, and we have to pay the drivers for no shows; we also have to pay for credit card processing, customer service, dispatchers, fuel, maintenance, insurance, software, phones and advertising. See the pdf that says “Why 30%” on your portal for more details and an explanation why full refunds are rare.