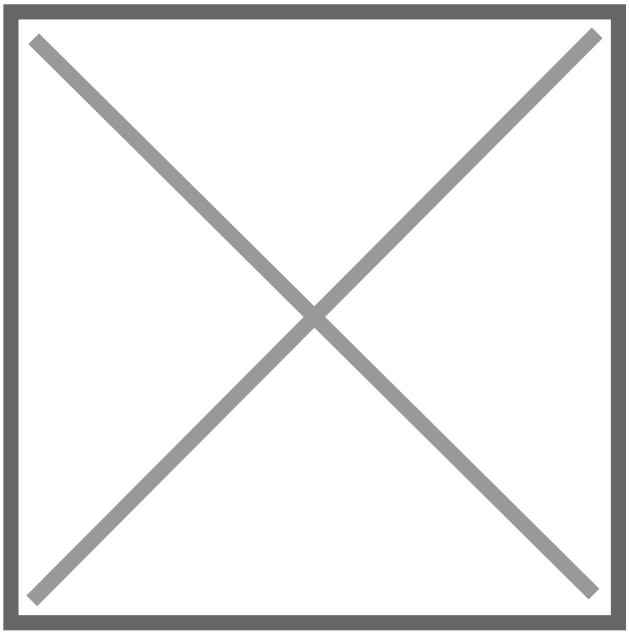
McDonalds

The global fast food chain known for burgers, fries and drinks.

- Can you take a picture of the "cold food" or your melted ice cream?

Can you take a picture of the "cold food" or your melted ice cream?

16/10/24 18:58 - Order placed.



During this time and when it arrived, UberEats tracking allows you to follow the driver/cyclist. Around 20:00 ish, a new driver was assigned due to the order not being ready.



Between this time and **20:15**, I watched the cyclist, yes, a cyclist (god lord) travel from a different town a good 15 minutes away, so luckily the food wasn't still ready, or so you think.

At **20:17**, the reason "Slight wait while the restaurant wrapped up" appeared.



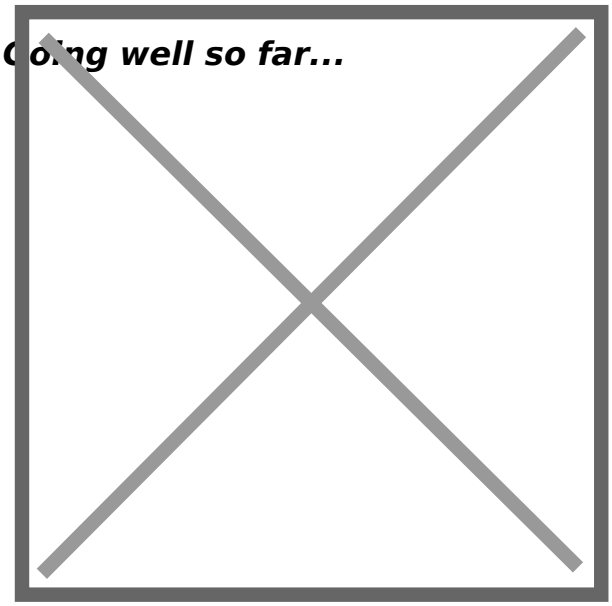
This carried on till around **20:55** when it finally was on the way. **21:03** - Order arrived.

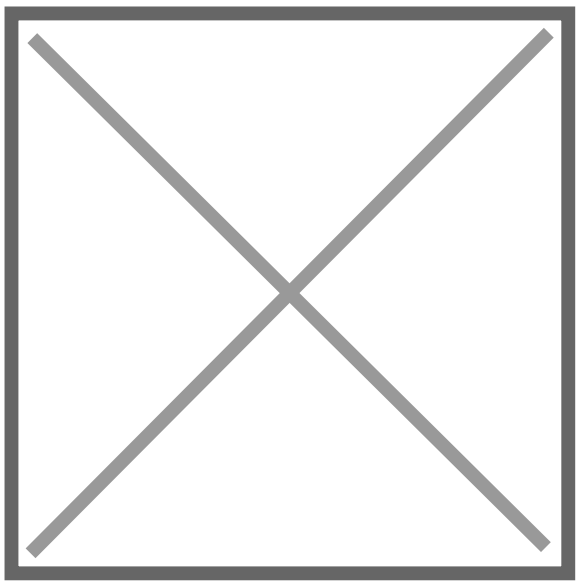
Now, here's the fun part. In our order, we additionally added **2 cheeseburgers**, you know, those normal 99 cent ones or £1 that's skyrocketed over the years to around $2 or £1.79? Yep, those were missing, so obviously, onto order support. Keep in mind, the food was also freezing and the McFlurry which I've personally not eaten in months was completely melted and was dripping from the bag (probably the dude on the bicycle).

So, that's £3.78 missing from our order, and cold food (can't really prove this except the order times they can use) and completely melted ice cream (again, order times, and a photo).

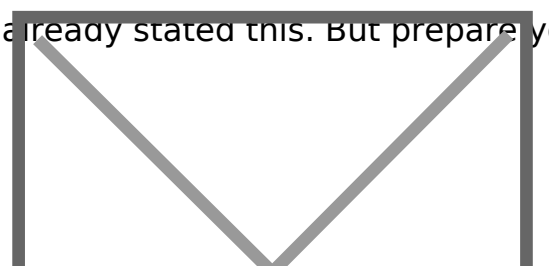
Onto customer support. Completely and utterly unhelpful, and outright illegal if you ask me:

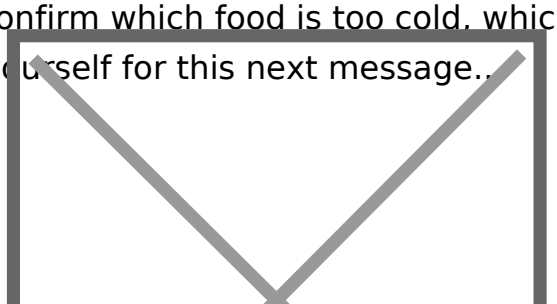
Going well so far...

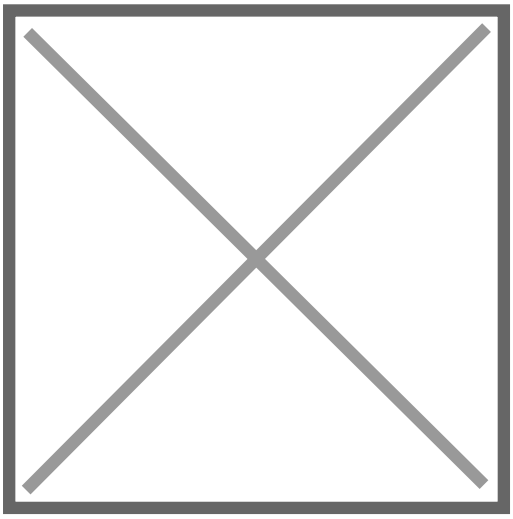




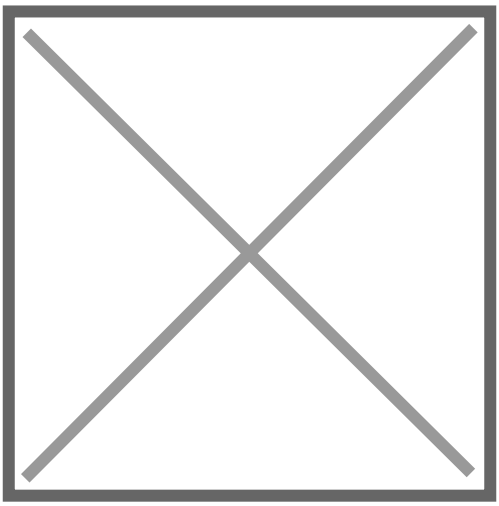
Time for incompetency. Asks to confirm which food is too cold, which is crazy, i've already stated this. But prepare yourself for this next message..

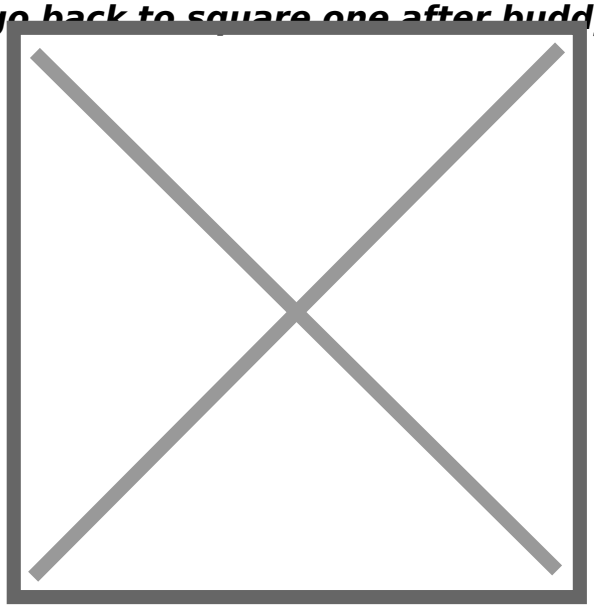




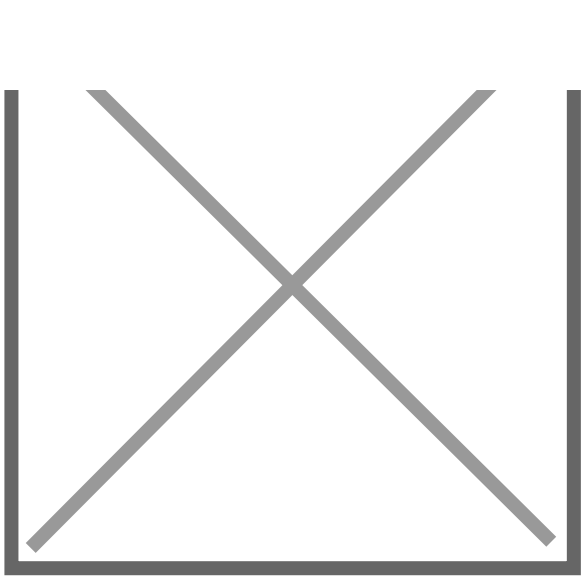


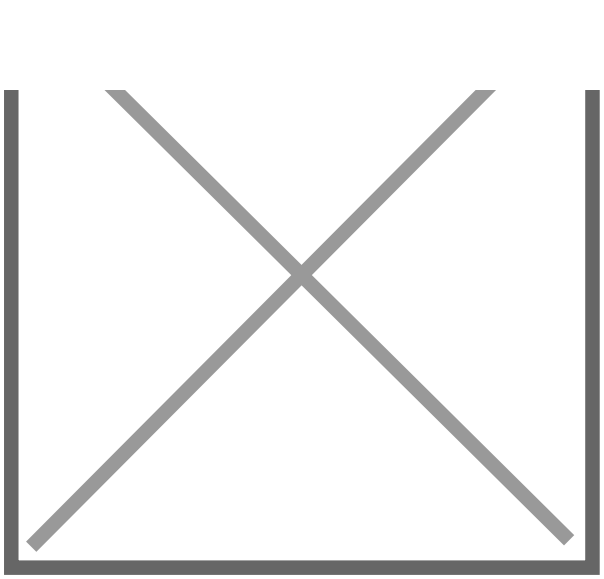
"Without a photo of your cold food, damaged ice cream (melted) or missing food, we can't refund you." My brain is hurting already. I then throw some logic at him with the support queue being long and the ice cream being melted, so of course I wouldn't be able to show it's melted on arrival... or between the time of talking to the agent... Mind blown. It gets worse. ***We go back to square one after buddy speak to his colleagues.***



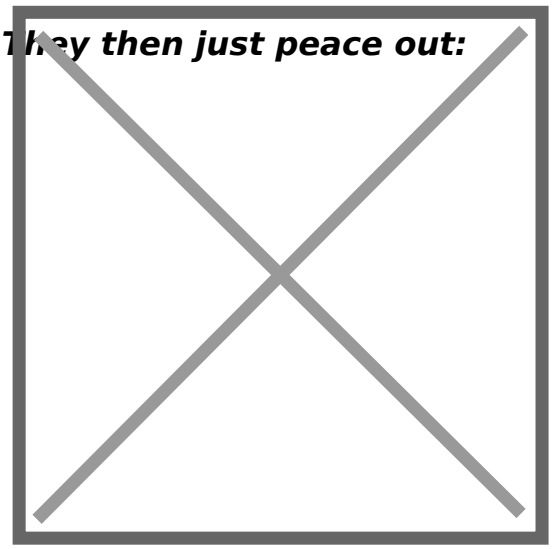


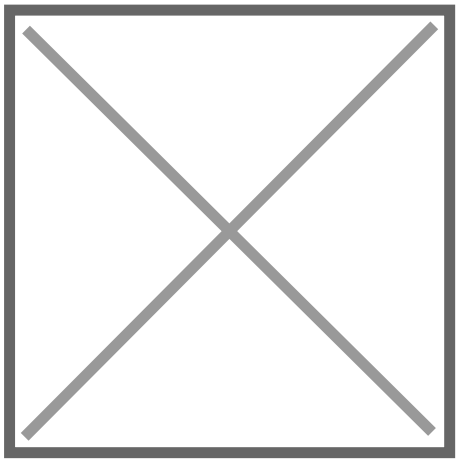
But get ready for this - Time for some illegal nonsense under the **Consumer Rights Act 2015** in the UK:



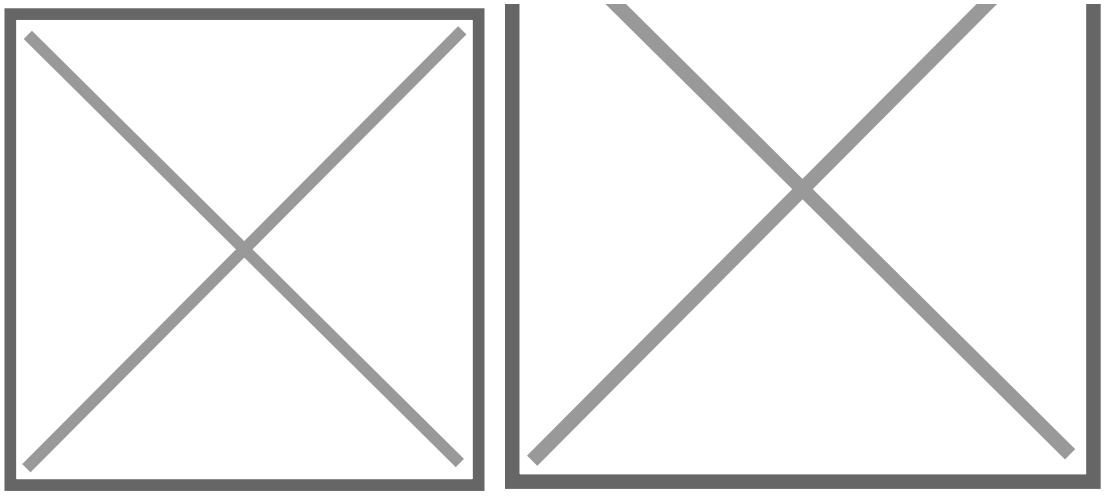


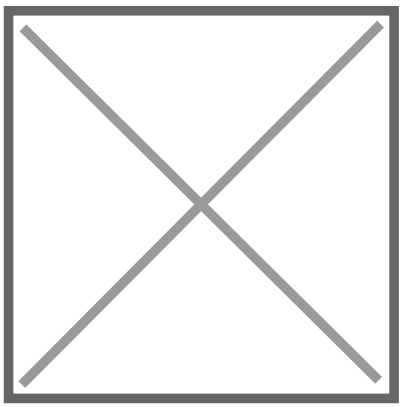
They then just peace out:



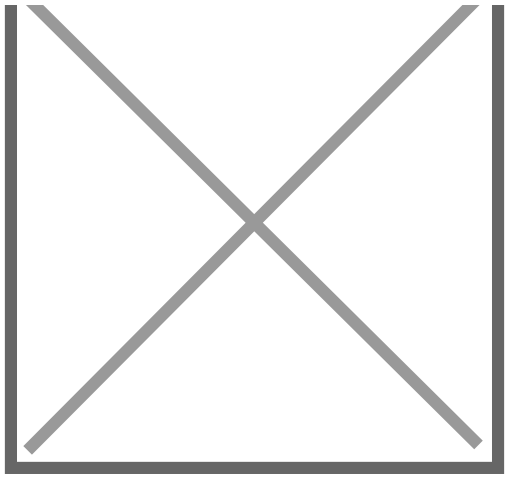


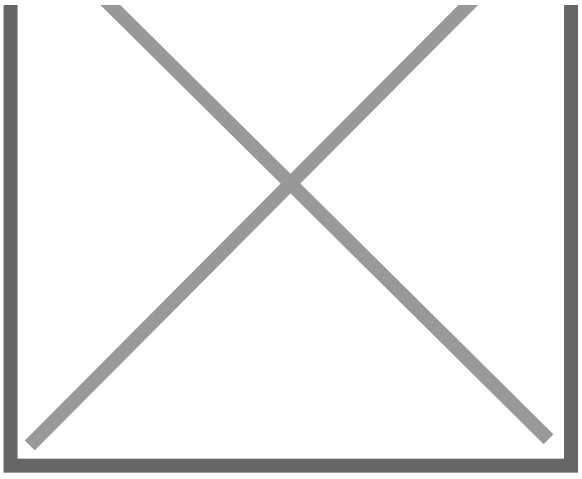
So I continue to raise the issue again:

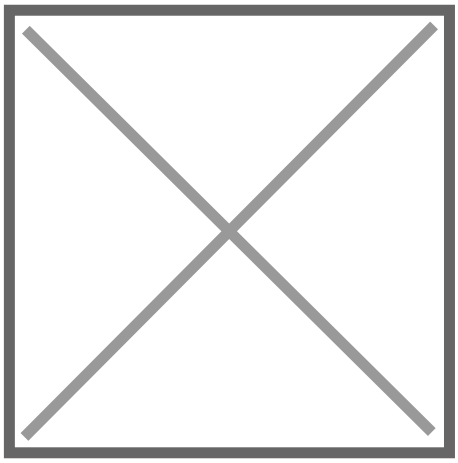




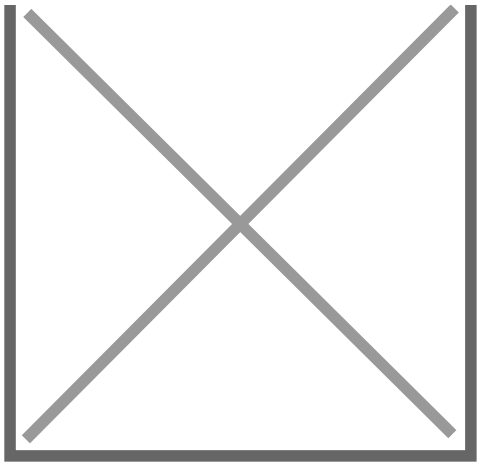
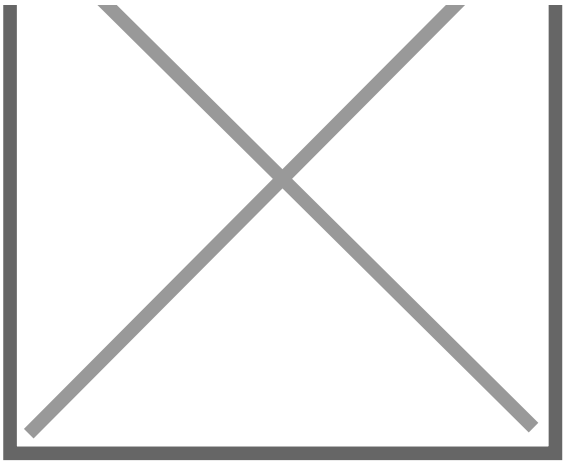
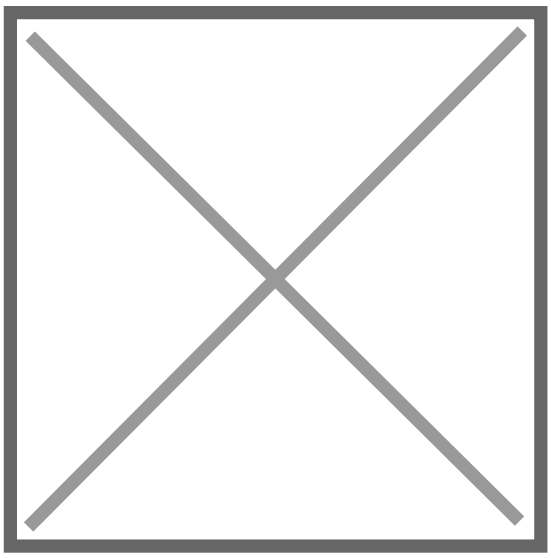
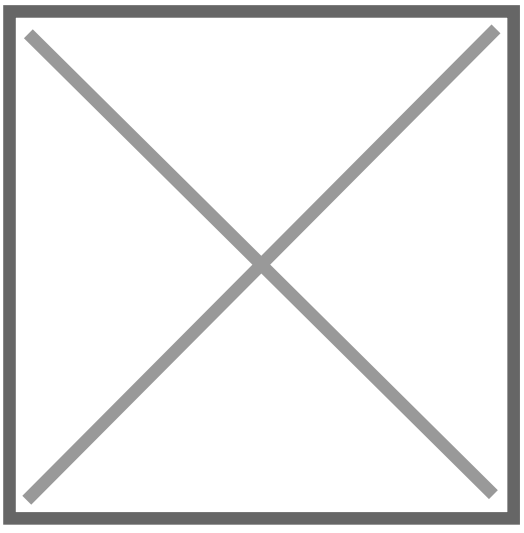
So I ask, "do I just chargeback at this rate"? This new customer representative then just peaces out again.





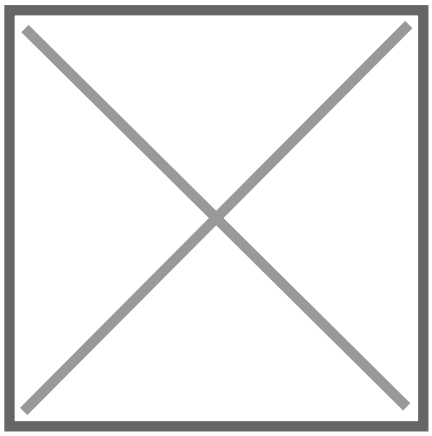


So I attempt one more time, hitting more harder:

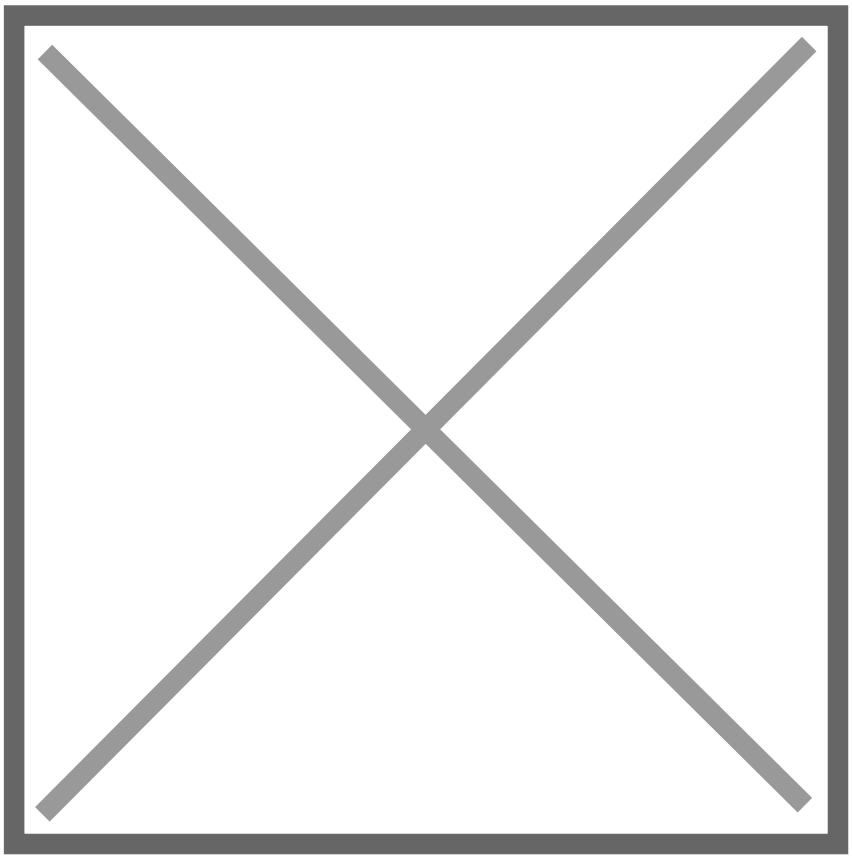





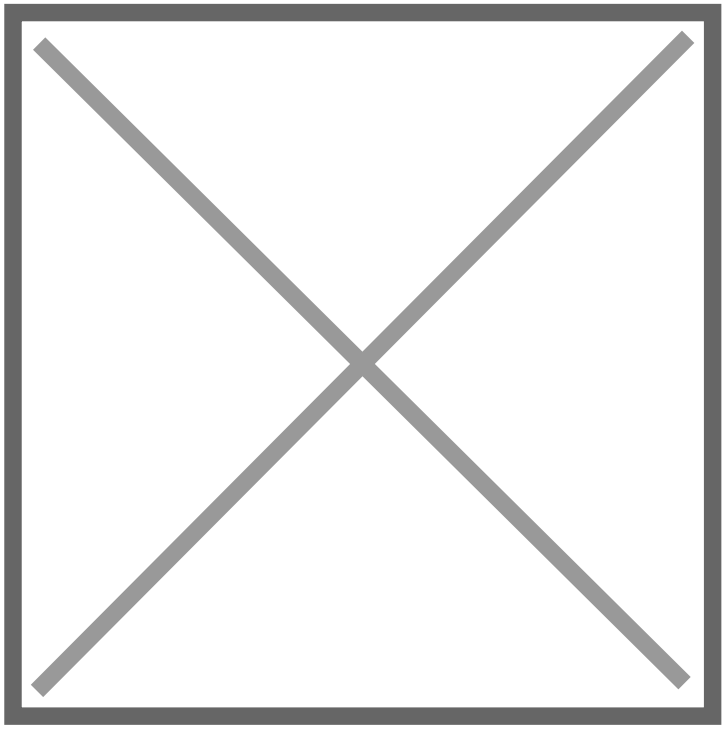
So I start with stating some legal statements and the chat immediately got closed. This support representative couldn't be bothered either. Looks to me we have a legal battle on our hands.





After providing the details to ChatGPT and Gemini, they both confirm this is against the act.





My poor brain hurts. I just wanted good food this evening... □□