



Where do you shop? English (US)

# Welcome to the Shopper Hub.

## **Shopper App Access Guidelines**

Shipt is dedicated to offering a meaningful line of opportunities to those who deliver using the Shipt platform (“shoppers” and “drivers”). Shipt is proud to partner with shoppers and drivers who are excited to grow their business, meet and exceed customer expectations, and comply with legal requirements.

We've created these Shopper App Access Guidelines ("Guidelines") to ensure that both shoppers, drivers, and customers have a professional experience and feel safe while using the Shipt platform. Disregarding these Guidelines may result in a shopper or driver's [deactivation](#) from the Shipt platform for violation of the Shipt Shopper Agreement. Shipt may also need to investigate an issue before determining whether deactivation is appropriate. In those instances, a shopper's account may be suspended during the pendency of the investigation. For more information on deactivation, click [here](#).

---

## Maintaining Safety & Respecting the Shipt Community

Shipt cherishes the amazing community forged between shoppers, drivers, customers, HQ employees, and retail partners. While we'll work to always ensure you feel supported to deliver a 5-star experience, we also expect you to do your part to ensure this important ecosystem of relationships thrives.

Here's the role you can play in upholding our community:

- Treat customers, retail partners, store employees, HQ employees, and other shoppers and drivers with respect;
- Interact in a professional manner with shoppers, drivers, customers, store employees, and HQ support;
- Respect the privacy of customers and other shoppers and drivers. This includes refraining from taking unauthorized photos of Shoppers and customers, being considerate of others' personal space, and refraining from behavior that could be considered bullying or harassment;
- Avoid using bigoted language or remarks that could be considered discriminatory; and
- Practice empathy toward special diet restrictions and preferences.

Safety is a top priority at Shipt. Therefore, engaging in any behaviors that threaten or jeopardize the safety of our customers, retailer partners, the general public, HQ employees or other shoppers and drivers may be grounds for deactivation. These include, but are not limited to:

- Violent or inappropriate behavior, including, but not limited to:
  - Acting with or threatening assault and/or violence;
  - Using aggressive gestures, whether physical or sent via electronic device;
  - Engaging in mentally abusive threats or behavior;
  - Harassing customers regarding pay or ratings, or soliciting customers for tips;
  - Using profanity as your chosen name in the app, and/or using your chosen name to solicit tips from customers;
  - Using a photo that is inappropriate, not of yourself, or otherwise against [Shipt's guidelines](#) as your shopper profile photo.

- Communicating with inappropriate language or profanity;
- Entering or returning to a customer's home after providing services without customer authorization; and/or
- Knowingly making false claims against other members of the Shipt community;
- Unwanted contact, including, but not limited to, asking unsolicited personal questions of customers or other shoppers or drivers;
- Disclosure of personal information about customers or other shoppers or drivers without authorization;
- Use of, or impairment by, illegal drugs or alcohol while providing services on the Shipt platform;
  - *In California*: Shipt will promptly suspend access to the Shipt platform, subject to further investigation, for any shopper that Shipt reasonably suspects to be under the influence of drugs or alcohol while providing services on the Shipt platform;
- Possession of a firearm or weapon while on the property of a third-party retailer or a customer location, unless state law expressly prohibits this restriction;
- Causing property damage while providing services on the Shipt platform;
- Conduct that is harassing or discriminatory, e.g., offensive gestures, slurs, or other unwanted conduct. Shipt does not tolerate discrimination or harassment on the basis of race, color, ancestry, national origin, religion, creed, age, physical or mental disability, sex, gender, sexual orientation, gender identity or expression, medical condition, genetic information, marital status, or military or veteran status. Shipt's sexual harassment prevention policy can be found [here](#);
- Driving in a reckless or otherwise unsafe manner while on the Shipt platform;
- Engaging in conduct that jeopardizes food safety, such as tampering with packaging, placing non-retail items in bags, failing to bring or use insulated bags, failing to maintain a clean car to transport items, or causing customer goods to become smoke-tainted;
- Providing services on the Shipt platform with another individual who is not an approved shopper or driver and is not approved to shop or deliver with you; and/or

- Failure to pass an initial or subsequent criminal background check and/or motor vehicle report check, consistent with applicable laws.

If you ever begin to question your safety while utilizing the Shipt platform, contact the Shipt Support team immediately for step-by-step assistance 24/7. Additionally, our dedicated Shipt Trust and Safety Team reviews all reports of potentially threatening behavior. Find out more about how we protect shoppers and drivers [here](#).

### Social Media Community

As a shopper, Shipt invites you to join the official Shopper Lounge on Facebook. This online group is a place where shoppers can come together as a community, and is moderated by Shipt to keep it professional. You can find an outline of the guidelines and expectations shoppers who join the lounge are expected to follow within the “Files” section of the Shopper Lounge (and the “Rules” section of the Facebook group).

---

### Standards of Service

Customers who use the Shipt platform expect the experience to be as personalized and as memorable as possible. By upholding standards of service, customers are encouraged to place more orders, which in turn gives shoppers and drivers the opportunity to earn more money and grow their businesses on the Shipt platform. As a result, failure to meet any of the standards of service outlined below results in instability of the Shipt platform and is grounds for deactivation:

- Failing to maintain a minimum 4.7 customer rating;
- Failure to maintain a minimum on-time percentage of 90% for shop and deliver orders and delivery only orders;
- Failing to maintain a minimum reliability percentage of 90% or higher;
- Claiming an excessive amount of orders and failing to complete them within the requested delivery window, including orders that offer late forgiveness;
- Repeatedly failing to pick up all packages on a route;
- Repeatedly arriving to the retailer or sortation center past the arrival or pickup window;
- Repeatedly dropping routes within 60 minutes of the pickup window;
- Repeatedly completing late routes;
- Repeatedly failing to deliver packages and/or items to the appropriate delivery address;
- Repeatedly delivering wrong, missing, or damaged items on orders;
- Repeatedly returning packages without attempting to complete delivery;
- Repeatedly failing to complete a claimed order without reasonable cause;
- Repeatedly failing to attempt to deliver and/or return an order by specified time;
- Repeatedly failing to submit proof of delivery photos when prompted;

- Repeatedly failing to submit proof of return photos and/or failing to submit proof of return photos that clearly included the package and its surroundings when returning Best Buy packages to the store;
  - Inaccurately entering item information into the app, including incorrect substitutions, marking items not found that are purchased for the customer, or delivering items to the incorrect customer;
  - Failing to follow store/retailer policies or directives, where imposed by a given store/retailer. If a retail partner provides documentation that a shopper has been banned from their store, this may result in the inability for the shopper to receive offers from that retail partner;
  - Delivering prohibited items as outlined in the [Shopper Hub](#);
  - Receiving incident reports of unsafe or otherwise inappropriate conduct;
  - Failing to contact customers or start shopping within 30 minutes into the requested delivery window; and/or
  - Repeatedly and strategically releasing orders with the intention of reclaiming them.
- 

## Abusing the Platform

Customers put an incredible amount of trust in shoppers and drivers to deliver personal items like food, home goods, packages and more to their homes and places of business. As such, shoppers are expected to

shop and deliver with integrity and honesty. Violating this sense of trust with fraudulent, dishonest or deceptive behavior will not be tolerated. Engaging in any of the following may result in deactivation:

- Purchasing anything other than the necessary and requested items on a customer's Shipt order;
- Using a Shipt card for anything other than in-store payment of customer requested items;
- Holding multiple shopper or driver accounts, whether in the same name or via alias;
- Sharing or allowing another unauthorized individual, including minors, to complete services on your shopper or driver account;
- Using a Shipt rewards card for personal use or using personal rewards for Shipt orders to get points, in each case when prohibited by the retailer;
- Abusing or manipulating the referral bonus program, bonuses, or other Shipt promotions or incentives;
- Falsely "shopping" an order in the app with the intention of canceling it in order to receive and/or increase special pay;
- Repeatedly canceling Delivery Only packages at pickup without attempting to deliver;
- Completing work on the Shipt platform in zip codes where Shipt is not operational;
- Using store receipts from Shipt orders for personal use on reward platforms such as iBotta;
- Willingly paying for Shipt orders with a personal card in order to earn reward points & get reimbursed;
- Manipulating the rating system, including, but not limited to:
  - Encouraging a customer to rate other shoppers lower to increase the chances that you receive their order
  - Claiming and delivering an order placed on your customer account or one in your household
  - Inappropriately pressuring customers to rate you 5-stars;
- Purposely manipulating or falsifying the time taken and distance driven to complete an order;



- Preemptively marking an order delivered, undeliverable, and/or returning packages to a retailer without a good faith attempt to deliver to intended delivery address;
  - Providing inaccurate or false personal identifying information during the shopper application process, including, but not limited to, providing a false name, date of birth, or SSN or otherwise engaging in dishonest or fraudulent conduct;
  - Failing to maintain accurate, complete, and current shopper or driver account information;
  - Unauthorized use of trademarks, copyrights, or other intellectual property;
  - Any dishonest or fraudulent activity conducted by a shopper or driver through a customer, shopper or driver account; and/or
  - *In California:* Working more than 12 hours on the Shipt platform within a 24-hour period without taking an uninterrupted 6-hour break.
- 

## Violation of Applicable Law or Regulation

Suspension or deactivation may result if a shopper or driver violates federal, state, or local law, regulation or guidance while providing services through the Shipt platform. Examples include, but are not limited to:

Failure to comply with any applicable federal, state, or local law, regulation, or guidance while providing services through the Shipt platform;

Failure to maintain adequate insurance consistent with applicable legal and/or contractual requirements;

For shoppers who are certified to deliver alcohol through the platform in permissible areas, failure to comply with relevant alcohol laws, regulations and retailer policies, including but not limited to, not checking ID, delivering alcohol to a minor or visibly intoxicated person, accepting an invalid form of ID, or making an unattended delivery on an order with alcohol; and/or

For shoppers who are certified to deliver prescription orders through the platform, failure to comply with applicable prescription delivery laws and regulations such as leaving a prescription delivery order unattended or failing to return an unsuccessful delivery to the retailer.

Last updated on November 14th, 2024