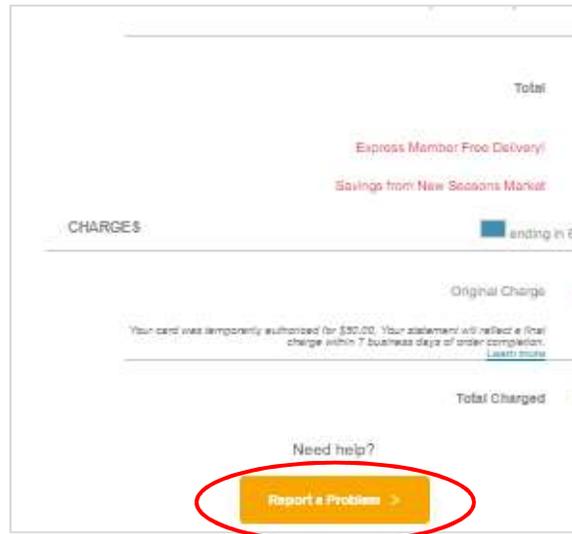# Help After Placing an Order

**Issue with Items Received/Request a Refund**

If you are unhappy with any of the items you received, or think you were charged for items you didn't receive, Instacart will issue a refund. To report an issue click on the "Report a Problem" button at the bottom of your order receipt sent to via email.
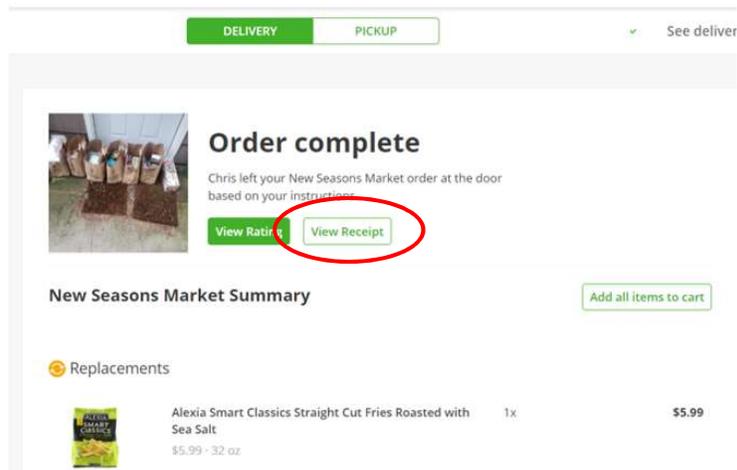

If you're not able to find the email in your inbox you can also go to https://www.instacart.com/store/account/orders, login to your account, click on "Account" at the top right of the page and select "Your Orders".
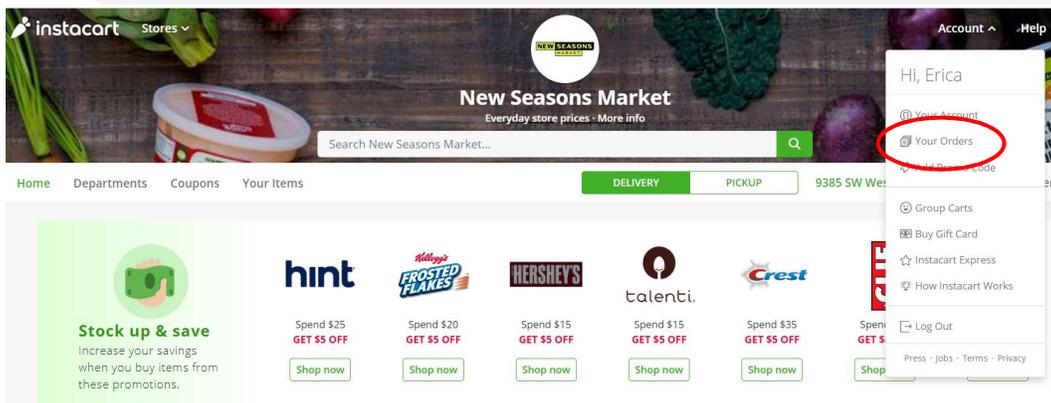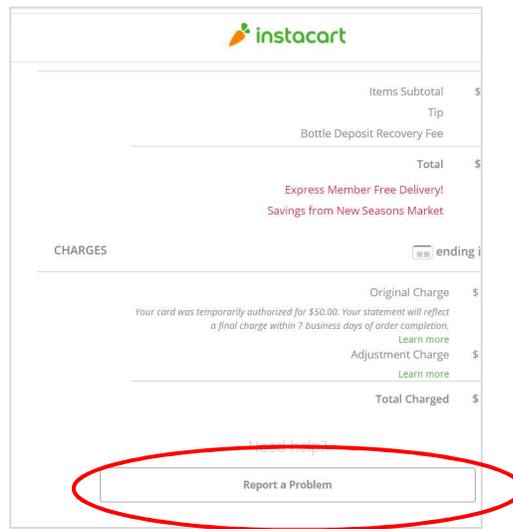

Find the order in question and click on the "View order detail" link to the right.
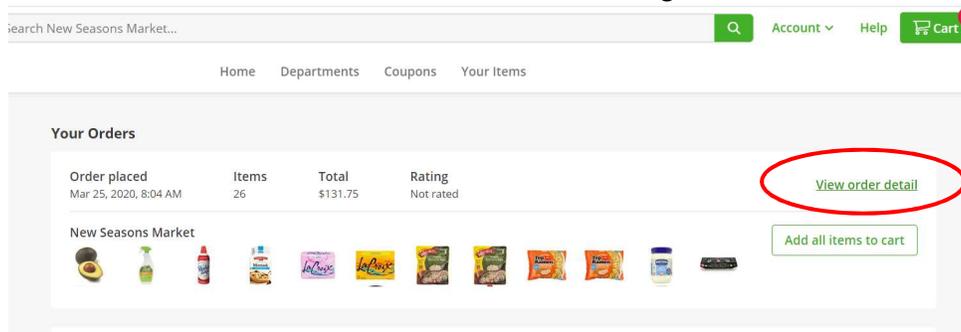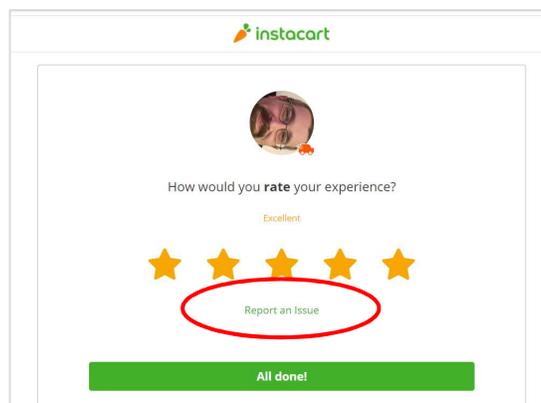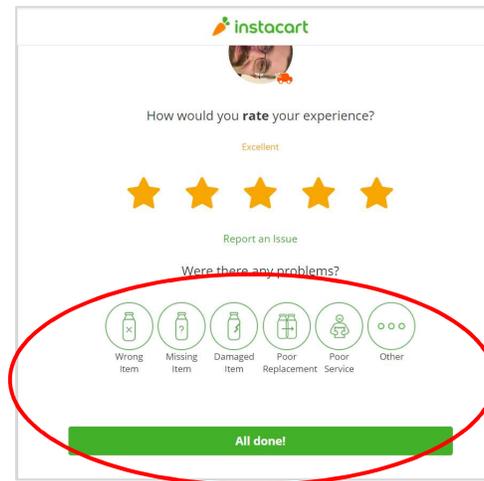
Click on the "View Receipt" button.

Click on the "Report a Problem" button at the bottom of the receipt.

This will take you to the Rate Your Experience page. Click on the "Report an Issue" link below the stars.

Select the type of issue you experienced, follow any further instructions, and hit the "All done!" button.


Undelivered Order

If you were notified that your order was delivered, but didn't receive your order, it may have been delivered to the wrong address. Please check the delivery address you entered for the order and ensure it's correct. To report the issue and have the order replaced, follow the "Report a Problem" instructions above.

Canceled Order

If your order is canceled due to shopper unavailability Instacart should reach out to reschedule. If you don't hear from Instacart go ahead and resubmit the order by logging into your account, clicking on the "Account" link at the top right of the page, and selecting "Your Orders".
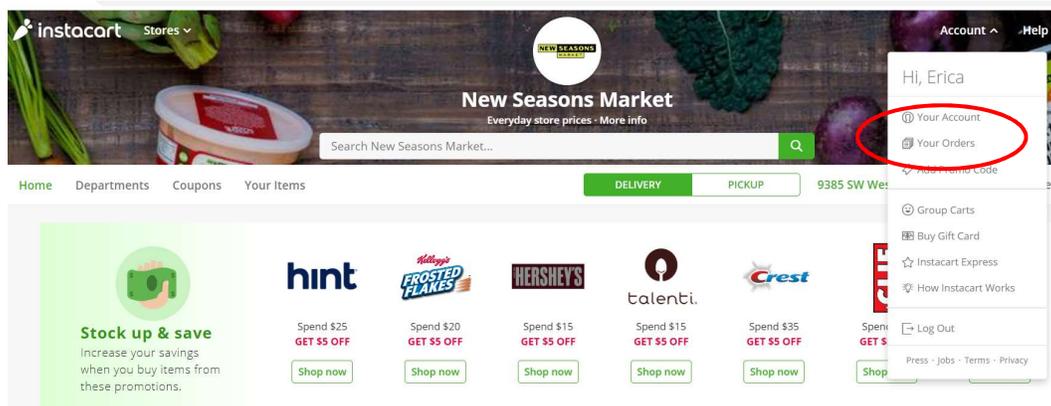

Find your canceled order and quickly add all of the items in the order to your cart by clicking on the "Add all items to cart" button.
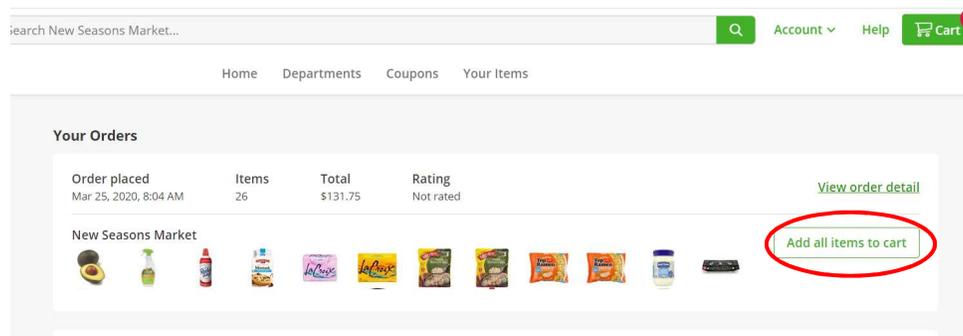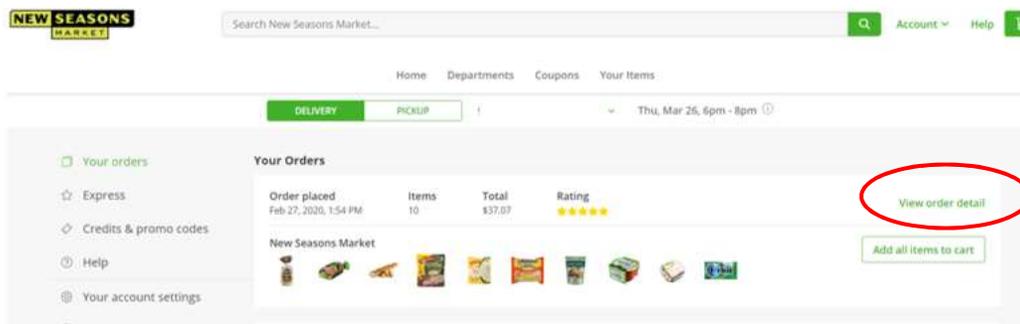
## Adding Items to Your Order Before it is Shopped

You can add items to your order up until the time it is shopped. Go to instacart.newseasonsmarket.com, log into your account, click on the "Account" link at the top right of the page, and select "Your Orders".
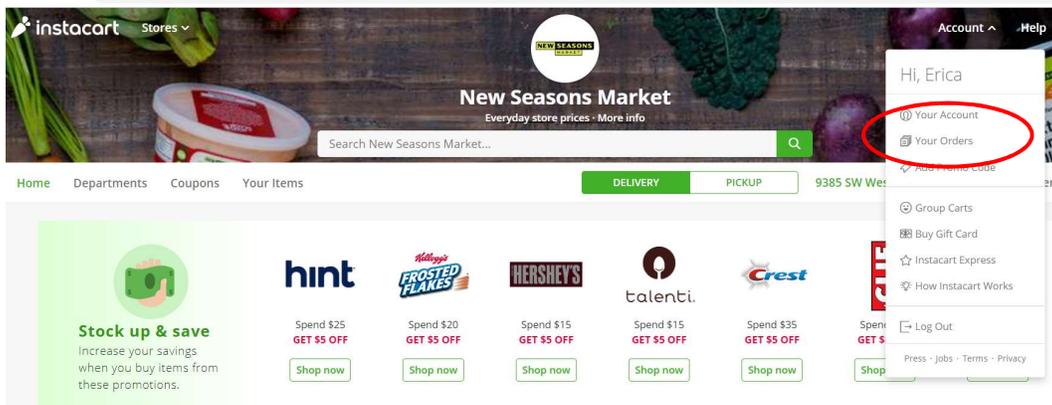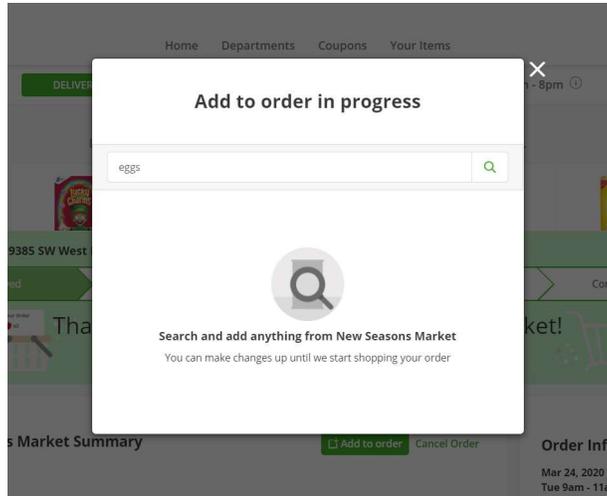

Click on the "View order detail" link to the right of your most recent order that you want to add items to.

Click on the "Add to order button"
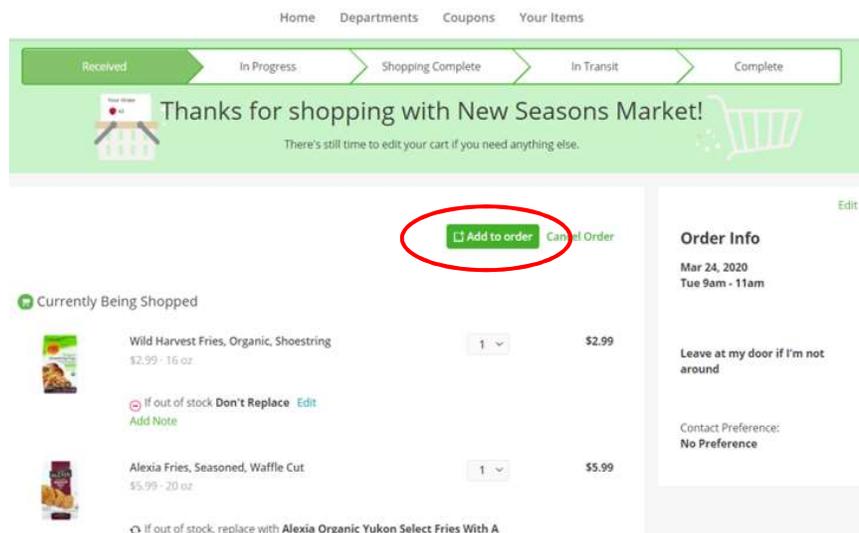
and search for the item(s) you want to add.

Your search will return a list of relevant items. Add the item you would like by clicking on the plus symbol to the top right of the product.