

Follow the guidance below to report issues with Caper Carts

## What is Caper Support?

A phone # and email inbox that can be used to **report issues** with Caper Carts.

Contact us via phone: **1-888-369-2915**

Or

Contact us via email: [caper-support@instacart.com](mailto:caper-support@instacart.com)

## What to include when contacting us



**When reaching out please provide as much detail as possible:**

- Store Location(s) and address impacted
- Detailed Description of the issue
- Which cart(s) were affected
- When did the issue start
- Include if you previously submitted an Instabug for this issue
- Any troubleshooting steps already taken
- Pictures/Videos (if reporting via email)

## What Issues Should be Submitted through this process?

Issues that affect **all** parts of the experience can be submitted.

- Charger Issues
- Cart Manager Issues
- Issues affecting cart operations

## What to expect once your report is submitted

- For email submissions you will receive a response acknowledging your request within 24 hrs
- Resolution times may vary depending on the type of issue reported

**Important! This support service is only for *Store Employees and Associates* and should not be shared with customers.**

CAPER CONFIDENTIAL

Connect with your Caper Representative for any other **Questions**