



April 1st, 2020

The Carrefour Group and Uber Eats join forces to support the French population

Paris, April 1st, 2020 - Carrefour and Uber Eats are joining forces to deliver everyday products to French households in full compliance with hygiene measures and traffic restrictions.

Following the current confinement period and the temporary closure of restaurants and shopping centers, Carrefour and Uber Eats are joining forces to meet France's grocery needs. **Starting April 6**, users will be able to:

- Choose a Carrefour convenience store on the Uber Eats app or website, or dial by phone from 11am to 11pm (08 05 08 02 10) to order the products of their choice, including **everyday grocery shopping** as well as **hygiene and cleaning products**;
- Get deliveries **at home within 30 minutes** on average by a delivery person using the Uber Eats application and complying with all health and safety guidelines shared by the Government.

This service will start with around fifteen Carrefour stores in Paris and the Paris region and will then be rolled out nationwide. **Uber Eats will remove the delivery fees on all Carrefour orders during the April month.**

This partnership between Carrefour and Uber Eats is a long-term partnership with ambitious goals to extend it to other geographical areas. It will be rapidly reinforced by other actions.

The Uber Eats application was launched in France 4 years ago and is now available in more than 190 cities and urban areas across the country.

"Partnering with France's leading supermarket group, Carrefour, to deliver essential everyday items via Uber Eats will allow people to stay at home and help flatten the curve of community spread. Safety is essential to Uber and it's at the heart of everything we do - all Uber Eats deliveries are contactless and users can have deliveries left on their doorstep. We remain in close contact with the French public health authorities and stand ready to provide additional support as required." said **Stéphane Ficaia**, General Manager, Uber Eats Europe.

"Combining the strength of Carrefour's convenience stores and the agility of the Uber Eats application will enable us to deliver customers' everyday products in a very convenient and secure way. As we face this crisis, we have a duty to come up with new solutions and digital technology is collectively opening up a lot of possibilities" said **Amélie Oudéa-Castéra**, Executive Director of e-commerce, data and digital transformation at Carrefour.



How to use this new service?

The safety of the French people is the top priority for both Uber Eats and Carrefour, and we are determined to fight together against the spread of the epidemic. All deliveries placed via the Uber Eats application are contactless. For your safety, as well as the safety of delivery people, we recommend that customers avoid all contact and comply with the health guidelines shared by the [Government](#).

How to do it?

1. Finalize your order and review your basket.
2. Select the delivery option "Leave at the door".
3. Add instructions if you want to tell the delivery person where to drop off your order (e.g. "Drop my order in the hall").
4. Avoid contact when retrieving your order.

If you do not have an Uber Eats account, you can also place an order by phone on 08 05 08 02 10 every day from 11am to 11pm. An Uber Eats support agent will take care of your order and provide you with all the information you need to track your order both during and after ordering.

About Uber Eats

Uber Eats is an on-demand food delivery app and website that helps bring millions of people around the world the food they want, at the tap of a button. We partner with over 400,000 restaurants in 6 000 cities across 45 countries and six continents to offer meals for every taste and occasion. From specialty local favorites to everyday national brand names, Uber Eats offers millions of dishes, reliably delivered fast and fresh in as little as 30 minutes.

About the Carrefour Group

With a multi-format network of more than 12,000 stores in over 30 countries, Carrefour Group is one of the world's leading food retailers. Carrefour recorded gross sales of €80.7 billion in 2019. The Group has more than 320,000 employees who contribute to making Carrefour the world leader in the food transition for all, offering quality food every day, accessible everywhere and at a reasonable price.