

Complaint Type: Advertising/Sales Issues

10/02/2021

We recently switched our POS system to toast and we are certain toast is taking part in stealing part of your restaurant sales. If you take a look at the attached images, the first image is a actual screenshot at 8:45pm of the restaurant sales. The second image is when we input custom hours sales report from 11:00 pm to 8:45 pm the total only comes out less than what Ive actually screenshot during when we were operating. We only had toast for 2 days and our restaurant sales decreased by almost 15%. We also discovered some of the receipt check numbers are missing. Truly a dishonest company and will be looking to switch to another POS system.

Complaint Type: Problems with Product/Service

09/21/2021

We signed up with Toast to get a new POS in our restaurant. The experience has been a nightmare. Problems started right in the beginning when they lost some paperwork delaying the start of our onboarding & forcing us to pay for 2 POSs (Toast's & the old POS) while Toast fixed the problem. Toast promised they would refund any service charges from this period (\$349). This never happened. Then we were sent the wrong POS computer 3 TIMES IN A ROW. They didn't send me enough return (***) slips to send back all of their defective computers, so I still have one now. Since the last POS couldn't go back, I was charged about \$700 for it. Finally, once we got a working POS and hooked it up, it worked for a week but now has connection issues. I have spoken to many at Toast (sales agent, onboarding specialist, customer service, tech support) & I'm always told the problems will be solved, then nothing happens. I want my POS fixed, the *** slip and my \$700 back, and the promised \$349 refund.

Complaint Type: Problems with Product/Service

10/13/2021

August 2021, purchased Toast POS System for our new restaurant. We spent \$4200 total. Upon paying the deposit before shipment I used a business debit card from another business I have. I was not told that the financial information I was using for my deposit and final payment upon shipping out the equipment would be the financial information used for future credit card processed payment deposits. So I started using Toast on 9/1/2021. I could not even open on time because would not contact me to take Toast out of beta mode. At this point I had not been given any information as to where to deposit any credit card deposits. They took it upon themselves to deposit over 14k into a then closed business account. I reached out to Toast after going through numerous people I was told they could not "claw back" the money and redeposit it into the correct account. So I am out 14k for a month in a half with no resolution in sight.

Complaint Type: Problems with Product/Service

09/21/2021

I have been a customer of ***** since January 2020 when I began using their Point of Sale for my small business. I opened a second location of my business as an entirely separate entity in a different state. I created a new account with Toast for the new business and they began billing my new business bank account accordingly. My new location has been operating since August 25, 2021 and Toast has had no problem drafting fees from my account, but has been unable to make any deposits. They currently are withholding over \$12,000 of money that has been paid to my business. I have spent nearly 3 full business days and a weekend, attempting to get clarification on WHY they are not depositing the money and have been unable to get ANYONE to speak with me directly from their billing department. My bank is on standby to speak with them as well. But their customer support system is completely unable to help. They absolutely do not care about me as a customer.

Complaint Type: Problems with Product/Service

09/07/2021

Toast is acting in a purposefully retaliatory manner because they know I am unhappy with their company as a whole and offer logical solutions to their many, many shortcomings. They do not respond to support cases...more often than they actually respond. They are blatantly ignoring emails and attempts to get support and resolutions to the HUNDREDS of issues I have raised regarding the BLATANT LIES they told during the sales process regarding what their POS system was capable of. I am accusing them of conducting business in bad faith, as well as retaliatory behavior as a punitive reaction to me expressing my poor experiences as a Toast user. They have been either negligent or incompetent from the onset of our agreement in numerous documented cases.

Complaint Type: Problems with Product/Service

08/02/2021

I signed up for Toast in 2019. I signed up our food truck. We financed the equipment and have made our monthly payments. After reviewing the contract I noticed we were still being billed monthly for equipment costs even though the equipment was paid off. I contacted toast several times. They told me we had ANOTHER contract for our store front. I told them this was false, that I never signed up our store. I only signed up our food truck as stated on the contract. After weeks are going back and forth I am told that they do not have a contract for our store and only for the food truck. They agreed that we were overcharged but refuse to compensate us. I am being billed for equipment for two locations when I only received equipment for one. We never know what ended up using toast due to the poor customer service we received. I have paid for the equipment I received now I want my money back for the equipment I did NOT receive and there is not contract for this equipment!

Complaint Type: Problems with Product/Service

07/17/2021

I have spent HOURS on the phone with toast support for a variety of reasons. It has been an absolute nightmare. We just bought a brand new POS and card reader about 6 months ago. Randomly it stopped working. Card reader wouldnt take payments, printer stopped printing, and it was knocking us offline. After hours talking with tech support they agreed to send us a new system, all covered by warranty. That process took over two weeks. The whole time we didnt have the ability to charge customers or print tickets. Then when it finally came they didnt include a shipping label. One more week and several wasted hours later and I was finally able to send the equipment back. Fast forward to today and we just found out they sent us an invoice for over \$1200. They charged us for the new equipment that was under warranty. In all my years in this business I have never worked with a company that has such poor communication and customer service. We demand a refund and out from this terrible company!

Complaint Type: Billing/Collection Issues

07/08/2021

I own a business called Rolling Pepperoni LLC. We opened for business 9/1/2020. We started using Toast *** when we opened for online orders for pick-up and delivery. As soon as we started using their system all the orders came through with TEST on the receipt. I called and emailed - and no one would help me take the *** system out of TEST mode. Finally a Sales Rep from Toast was able to contact someone who took the business out of TEST mode. When that happened all the sales from the month we're voided and none we're deposited! I immediately stopped using Toast by October 2020 when that happened. January 2021 I noticed I was still getting sales report emails from Toast, so I went on the website to cancel our account - except you can't cancel a Toast account yourself! I have called and emailed countless time to have them cancel our account and no one will. Now, July 2021 I was just charged \$53.50 for Toast services for last month! We don't use TOAST and only used it September 2020.

Complaint Type: Guarantee/Warranty Issues

07/07/2021

I purchased a small restaurant business in May 2021. Before the original owner sold the restaurant, he purchased this Toast *** system in order to increase the overall sales value of the restaurant. However, he always claimed that he "purchased the system for \$4000" and never mentioned to me that there was a 3-contract that he signed with Toast, neither did Toast mention it when we were going through the change of ownership process. Thus, I was totally in blind and took over something that I had no idea about or didn't want (I was purchasing the business itself not the *** system). The problem is I hate the Toast *** system and would like to get a new system, but Toast told me I would have a HUGE penalty as indicated below*. How does it fair for me to get a penalty for something I don't even know everything

about. * Because you are the new owner of the system , If you cancel business with TOAST , you are going to get charges fees for the contract months

Complaint Type: Problems with Product/Service

06/16/2021

We are being way overcharged for our monthly subscription by hundreds of dollars every month for the past 6 months which by now has accumulated to thousands of dollars in overcharges. We are currently still being overcharged. I have been in touch with several reps and have email proof that it's being worked but still have not been refunded.

Complaint Type: Advertising/Sales Issues

06/11/2021

Started using the new sales system at the end of February 2021 and the entire process has been nothing short of a disaster with customer service from my sales rep and Onboarding Specialist being absolutely deplorable. The company promises a lot, but does not deliver. Over the last 4 months, got extremely poor training (they throw you to the wolves), I have had numerous questions go unanswered, concerns ignored, multiple requests for replacement equipment to be sent when the original equipment did not do what I was told it would, incorrect tax calculations (showed the state of MN sales tax calculator on the **** of *** site to the rep and they said everything was correct on their end, but it wasn't), told credit card rates are matched from my old processor but it doesn't appear that way and I got ignored when I asked for proof showing the rates were matched. Told would get additional free months for loyalty and gift card because of issues with those programs, but still nothing.

Complaint Type: Billing/Collection Issues

Status: Answered

03/29/2021

I had a restaurant that used Toasts point of sale, I sold my restaurant two years ago and have not delt with Toast all this time. Two months ago they went in my bank account remotely and took money out of the account. They have done this three times for the amount of \$406.59. I have called costumer service since last Monday and have not gotten a response, they say its been escaleted but nobody calls, i ask for accounting and they give you the run around. They went into an account that hasnt been used with them for two years and illegally took money.

