

# Stratejic Ex-Employee List (EEL)

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██████████ (OSI)

December 11, 2025

## Introduction

Based on the information provided, ██████████ suffered burns from hot coffee purchased at a Southern California ██████████ where the lid of the cup was not adequately secured. ██████████ reportedly suffered severe burn injuries to her thighs, groin and genital area. The burns caused permanent, keloid scarring and nerve damage.

Additional research was conducted on social media references of ██████████ lids popping off. Specifically, research was conducted on social media website on matters that occurred before July 2022 with an emphasis on faulty lids.

## Methodology

Research was conducted on social media sites, primarily *Facebook* and *Reddit*, as those sites tend to be more narrative-driven and allow for greater interaction between the original poster and commenters. While numerous references were identified, many of these occurred after July 2022.

## Summary

Research identified 36 matters on *Facebook* and *Reddit*. Many of the identified issues include additional references from individuals who commented that a similar incident occurred for them, such as having experienced a lid popping off a cup or a lid not fitting properly on a cup.

Many of the *Facebook* posts appear to be written by ██████████ customers, while many of the *Reddit* posts appear to be written by ██████████ employees. The variety of the perspectives listed below showcases issues with ill-fitting lids that demonstrate a pattern that dates as far back as 2015.

The authors of the posts express frustration that the lids popped off and some people experienced burns. Other authors express frustration with ██████████ at the corporate level for purchasing lids that are described as low quality. Many of these individuals, who are likely baristas, acknowledge these lid issues and have tried to adjust their practices to make lids fit, but overall, they are aware that this issue can only be fixed by corporate employees who purchase the lids and cups.

# Stratejic Ex-Employee List (EEL)

## Incident #1 (Attachment 1)

A July 9, 2022 *Reddit* post by Tw1nLytnx titled “does every store have this lid issue” with the text “for the past two days i noticed our grande iced flat lids won’t stay on any cups, i’ll rarely find a lid that stays on. is this something we’re all struggling with?”<sup>1</sup>

There are 22 reactions and eight comments. A comment from a now-deleted account read “they’re cut wrong or something??? like sometimes one edge is too short to have it seal around the cup. it’s getting really frustrating and kinda embarrassing having customers watch me struggle with the lids 😭😭”

Renyx commented, “We’ve had a few sleeves of these that were too big. I’ve also had lids that don’t have enough of a lip to hold onto the cup, lips that are jagged, and sip holes that are not in the right spot. We’ve thrown out so many due to manufacturing issues. I wonder if they have someone else making them now due to supply chain issues or something, cause they shouldn’t have this many problems after making billions of the same lids for years.”

Matchaasuka commented, “Yeah it’s frustrating and it happens with different batches of kid deliveries. They pop off too as soon as you grab the cup, and often the dome lids have the same issue. It’s so frustrating”

Mkellogg18 commented, “I’ve been told the company producing them has changed. I haven’t specifically had any issues but a bunch of my baristas complain and I had a lady who’s lid came off in her car.”

## Incident #2 (Attachment 2)

On May 11, 2022, Brian Lucrezia posted on *Facebook* that “██████ lids are horrible. That is all. 😞”<sup>2</sup>

The post has 16 comments and eight reactions.

## Incident #3 (Attachment 3)

A May 10, 2022 *Reddit* post from Kristenmckenzie11 titled “Lids don’t stay on? Is anyone else lids recently just popping off? Every drink I have bought the past 2 weeks the kids (*sic*) pop off constantly.” The post has 104 reactions and 30 comments.<sup>3</sup>

Responsible\_Snow7109 said, “Yes kids do pop off sometimes lol jk one of the word “lids” in ur title says ot as “kids” 😏 Lol but yeah we’ve been having trouble with our venti and grande lids constantly not clicking on all the way. I hate it cuz i want the customers to enjoy their drink and not have their drink spill on them or anywhere else just cuz ██████ quality control/oversight sucks 😞”

<sup>1</sup> [https://www.reddit.com/r/██████/comments/vvax97/does\\_every\\_store\\_have\\_this\\_lid\\_issue/](https://www.reddit.com/r/██████/comments/vvax97/does_every_store_have_this_lid_issue/)

<sup>2</sup>

<https://www.facebook.com/brian.lucrezia/posts/pfbid0ESqBEPg7iBWfjdrUxyvVshzhmHwCKEnrHTpK4mNuhb6vzDFFezvyLyXrxwrFkQBI?rdid=PCQuQnibipBp3vNI>

<sup>3</sup> [https://www.reddit.com/r/██████/comments/umlac8/lids\\_dont\\_stay\\_on\\_is\\_anyone\\_else\\_lids\\_recently/](https://www.reddit.com/r/██████/comments/umlac8/lids_dont_stay_on_is_anyone_else_lids_recently/)

# Stratejic Ex-Employee List (EEL)

Aee78 commented, "They have been terrible lately. I've gone through 3-4 lids to find one that's clicks on and they'll still pop off if you squeeze hard enough."

Sirensimp commented, "i have to triple check that the g/v cold lids are secure for every single drink. i lift the cup up by the lid completely and guard the cup with my other hand. it's so stupid. fuck this company."

Chunibi commented, "Sigh, spilled water all over my car yesterday."

KenidoGaming commented, "Yep happened to me I got my mom a drink and when I was getting out of my car the lid just came off and spilled the drink all over my car"

Flymetothemoon2020 commented, "This has happened to me twice in the past two months AND with a hot beverage cup lid too! WTF is wrong with [REDACTED] - first charging .70 cents for nondairy and now their cups and lids are complete sh\*t. The cost isn't matching the quality like it once did...."

## Incident #4 (Attachment 4)

On April 22, 2022, Ellen Veazey posted a photo to *Facebook* of coffee spilled on a counter with the caption, "Hey [REDACTED] pls fix your pooppy coffee lids. This is the third time I haven't gotten but two sips of my 6\$ coffee. Not convinced it's user error anymore."<sup>4</sup>

The post has 10 comments and 21 reactions.

## Incident #5 (Attachment 5)

On April 14, 2022, Adele Nock posted a photo to *Facebook* of a coffee-stained sweatshirt with the caption, "When your [REDACTED] lid isn't on properly 🙄 At least I'm at Target so I can get something clean to put on 😊"<sup>5</sup>

The post has seven comments and 11 reactions. Ligia Toma commented, "Hate when that happens 🙄"

## Incident #6 (Attachment 6)

On March 31, 2022, a user (who has since deleted their account), posted on *Reddit* a photo from behind the counter at a [REDACTED] of a cold drink on the floor, with pink liquid on the counter and floor, with the caption, "Anyone else had trouble with the lids lately :)"<sup>6</sup> There are 248 reactions and 56 comments, including one from "iamnotabarbie" that says, "Yea! A co worker was having trouble with a lid and spilled a venti dark roast on me."

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<https://www.facebook.com/ellen.tribble/posts/pfbid0utwiPYNAAILpXRcfndvNeZApXG8MdyhTm9DZgy1Y6nkiLuvN2BoHB8RGGoc7oo2l>

5

<https://www.facebook.com/adele.m.nock/posts/pfbid02epHA39o1Rh9pe4BPBMMy5QkLyCdcwanB2jx2vpud6CVFLFGMRkx7SXwK9Ajy7jhPl>

<sup>6</sup> [https://www.reddit.com/r/\[REDACTED\]/comments/ttctug/anyone\\_else\\_had\\_trouble\\_with\\_the\\_lids\\_lately/](https://www.reddit.com/r/[REDACTED]/comments/ttctug/anyone_else_had_trouble_with_the_lids_lately/)



# Stratejic Ex-Employee List (EEL)

LaynaBird03 commented, "I've split cups down the side, spilled them, bent the cup, and so much more. Double cup them when you put dome lids on. Saves so much time and helps to stabilize the cup so it doesn't go everywhere."

Some-Giner- posted, "Lately the flat grande lids keep popping off. None of them fit properly! So whenever I do DT, I give everyone straws and let them know. I'm like "I just want to warn you so you don't spill all over yourself" and usually they're grateful."

Owouwus commented, "ok but is anyone having issues w trenta and grande hot? they feel so flimsy and pop off if you so much look at them the wrong way."

QuietRF commented, "Dome lids and Grand/Venti Hot lids are pretty bad rn. Dome is just won't clip on and the grande/venti hot lids are sometimes loose soooo :(("

JordanAmbz commented, "Our grande and Venti flat lids don't click when you put them on so when we hand it out or pick it up, It pops off. The bane of my existence."

DasTeufelkind86 commented, "The flat venti lids have been fitting like SHIT lately!"

## Incident #7 (Attachment 7)

On March 24, 2022, Tom Ilg posted a photo to *Facebook* of spilled coffee in a car with the caption, "Thank you # [REDACTED] for yet another shitty lid!"<sup>7</sup>

The post has 19 comments and 41 reactions.

## Incident #8 (Attachment 8)

A January 9, 2022, *Reddit* post with the title "how fucking hard is it to send lids that actually fit?" written by Chunibi has no additional text.<sup>8</sup> It has 80 reactions and 24 comments. Chunibi commented, "It's the grande/venti here. We had a car sit in the window for SEVEN MINUTES fussing with these lids for one drink. We switched cups, got new lids, we could not get it on at all."

## Incident #9 (Attachment 9)

On December 3, 2021, Camile Whitmore posted a video featuring a coffee cup on *Facebook* with the following caption.<sup>9</sup>

"Hi everyone this video is to WARN everyone to be careful!! I love [REDACTED] and I am posting this only to warn people. The lady handed it to Katrinia and the instant she touched it the lid popped off and got all over us, my car her phone. The new and I assume cheaper are garbage!! We are positive they didn't even bother to replace the lid or cup when they replaced the drink."

<sup>7</sup> <https://www.facebook.com/share/p/16k8XyHKAN/>

<sup>8</sup>

[https://www.reddit.com/r/\[REDACTED\]/comments/rzuhc0/how\\_fucking\\_hard\\_is\\_it\\_to\\_send\\_lids\\_that\\_actually/](https://www.reddit.com/r/[REDACTED]/comments/rzuhc0/how_fucking_hard_is_it_to_send_lids_that_actually/)

<sup>9</sup> <https://www.facebook.com/camile.whitmore/videos/422505162886665>



# Stratejic Ex-Employee List (EEL)

Katrinia got burnt on her hand arm and chest. I got burnt in my hand. Just be careful!! Yes we are aware the drink are hot but who expects the lid to pop off!"

In the video, she also said, "█████ got new lids on their hot drinks that are actually pretty bad," that the "cup exploded in the car" and that the lid "pops off." In the video, a █████ coffee is shown with Whitmore's hand. A part of her hand is red because she claimed hot coffee spilled onto her hand, burning it.

Dawn Noriega-Malone commented, "It's happened to my boss like 2 or 3 times this year where the lid popped off a hot coffee. One time spilled all over her and her husband."

The video received 169 views, 19 comments and nine reactions.

## Incident #10 (Attachment 10)

On October 18, 2021, Josh Williams posted a photo to *Facebook* of a coffee cup without the lid with the caption "When the █████ barista doesn't put the lid on your grande pumpkin spice latte well, and you're driving down 153 and that lid comes off, you get pumpkin spice balls!!! Scalded hot pumpkin spice testicles!!!"<sup>10</sup>

The post has 29 comments and 55 reactions. Mean Joel Green commented, "Man, those █████ lids are junk!"

## Incident #11 (Attachment 11)

On August 31, 2021, Amanda Haddaway posted a photograph to *Facebook* of a coffee cup and a car's cupholders that are partially filled with coffee.<sup>11</sup> The caption of the photo reads, "My █████ lid just popped off and dumped everywhere! And I'm not feeling my gas station replacement. How's your Tuesday treating ya?"

The photo has 20 comments and 17 reactions.

## Incident #12 (Attachment 12)

On September 18, 2021, Scott McAllister posted a video to *Facebook* of a █████ coffee cup that is leaking coffee, dripping from underneath the lid.<sup>12</sup> The caption of the video is "Dear @█████ I guess a \$3 cup of coffee does not include a functioning lid? #leakylid #█████ #thankstothemess"

The video has 345 views, seven comments and seven reactions.

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<sup>10</sup> <https://www.facebook.com/photo/?fbid=10158058023891050&set=a.30586006049>

<sup>11</sup> <https://www.facebook.com/share/p/1CycmK6dvR/>

<sup>12</sup> <https://www.facebook.com/scott.mcallister.9216/videos/1693665607493579>

# Stratejic Ex-Employee List (EEL)

## Incident #13 (Attachment 13)

On September 16, 2021, Lori Goodyear Kraynek posted to *Facebook*, “My day is over!! My [REDACTED] lid won’t stay on my cup for me to drink it!!! 😭”<sup>13</sup>

The post has 11 comments and eight reactions.

## Incident #14 (Attachment 14)

On August 13, 2021, Sheryl Pierce posted a photo to *Facebook* of a [REDACTED] coffee cup with a dented rim (the upper part of the cup where the plastic lid attaches), marked with a red arrow pointing to the dent.<sup>14</sup> The photo’s caption is “Thanks for the faulty lid this morning [REDACTED]! I wanted to WEAR my coffee today! 🙄🙄🙄🙄 Hope your Friday has started better than mine y’all! 🙄🙄”

The post has 11 comments and 11 reactions.

## Incident #15 (Attachment 15)

On August 8, 2021, Adriel Ramirez posted a photo to *Facebook* of a [REDACTED] cup for cold drinks, featuring a close-up view of a transparent cup with an iced beverage inside.<sup>15</sup> The caption read “Dammit [REDACTED] put your lids on properly. Thank God I have an apron in my car.”

The post has eight comments and 18 reactions. Catherine Vail commented, “Ugh I know. Hate the new ones.” Kimberly Miller commented, “That always happens with the biggest drinks.”

## Incident #16 (Attachment 16)

On July 11, 2021, a *Reddit* user named INRJ-Scorpio posted a photo of a [REDACTED] cup with coffee spilled around the cup with the caption “Can we get some better lids ?”<sup>16</sup>

There are 35 reactions and 12 comments.

Crzytrtlldy commented, “At least half the time I order it’s in 2 cups because of spillage issues.”

Jazzysorano commented, “Speaking from experience it’s usually the cups that are actually the issue. A lot of the hot cup rims get smashed up during storage or transport or just from the rolling cup cart thing that most stores use. And it’s usually not bad enough for the barista to notice but it’s just mangled enough to make the lid not snap on as securely as it should. Regardless, it’s still an issue that should be fixed by corporate.”

<sup>13</sup>

<https://www.facebook.com/lori.goodyearkraynek/posts/pfbid0S8yMzvpWhagQkYk5zMG8g2hJhLj1beogZ9Mk8enzYT3Jkj3HBGn53GRGyY2U2is5I?rdid=LmPig5xZloMkqhOt>

<sup>14</sup> <https://www.facebook.com/photo/?fbid=6016966651711572&set=a.269240703150891>

<sup>15</sup> <https://www.facebook.com/photo/?fbid=4397265270337286&set=a.145656568831532>

<sup>16</sup> [https://www.reddit.com/r/\[REDACTED\]/comments/oi2x8h/can we get some better lids/](https://www.reddit.com/r/[REDACTED]/comments/oi2x8h/can_we_get_some_better_lids/)

# Stratejic Ex-Employee List (EEL)

Skerivo commented, "I swear every third cup collapses on me. I've burned my hands too many times and seem to always remake the drink. I try to double cup but get told it's a waste ://"

playerofdayz commented, "Long time customer - never had a problem with the [REDACTED] cup (seam) or lid leaking until just recently. Most of my Americanos leak now."

## Incident #17 (Attachment 17)

On June 12, 2021, DanielEnTest posted on *Reddit* with the title "WTH is going on with the cups and lids quality" and the text "They can't even fit- the worst. Having issues when there's a lot of drinks in queue."<sup>17</sup>

The post has 58 reactions and 15 comments.

## Incident #18 (Attachment 18)

On March 19, 2021, Meg Ditty posted three photos to *Facebook* of a coffee cup with coffee stains consistent with a prior coffee spill, a jacket with spilled coffee on it and a white purse with spilled coffee on it. Ditty added the caption, "Why are [REDACTED] lids the WORST!! Ugh!! Glad I got a Venti, so I end up with a Grande!! 😂"<sup>18</sup>

The post has 16 comments and eight reactions. Kirstan Hallford-Kirby commented, "Same thing happened to me this morning 😞" Pat Veillette commented, "Those venti cups aren't strong enough for their height; the cup bends when you pick it up and the lid pops off."

## Incident #19 (Attachment 19)

On December 24, 2020, Kara Morton posted a photo of a coffee cup lid that is not fully on the cup on *Facebook* with the caption, "Hey, [REDACTED]. This isn't cool. Does anyone else see the issue with this cup? Imagine my horror when I went to take a sip of this coffee and the lid pops off (on freaking route 1) that much coffee pours out (see the photo), and I immediately have to pull off the road. Your cup is defective, the lid didn't fit, and you're lucky I didn't hurt myself, my children in the car/or others around me due to an unforeseen accident. Quality control checks are not in place."<sup>19</sup>

The post has 25 reactions and 18 comments.

Sara Spp commented, "This has happened to me! Awful!!"

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<sup>17</sup>

[https://www.reddit.com/r/\[REDACTED\]/comments/nyg95y/wth\\_is\\_going\\_on\\_with\\_the\\_cups\\_and\\_lids\\_quality/](https://www.reddit.com/r/[REDACTED]/comments/nyg95y/wth_is_going_on_with_the_cups_and_lids_quality/)

<sup>18</sup>

<https://www.facebook.com/meg.ditty/posts/pfbid02M6cgmAVg2Mzogsv1ERYhaQ6ueMXaXG8eMSTxWtPi uMWXwVrnNiqwEURYLaYyNdjdI?rdid=loZaRPD0qQngR6R>

<sup>19</sup>

<https://www.facebook.com/kara.morton.54/posts/pfbid0c2fGGYKLhaqDracyVvTvMSruGPK5CZYZyesKC 8RbDgebEEzNTQnhb5Hodq94d8NI?rdid=mlEPC41wuVOZM9cM>



# Stratejic Ex-Employee List (EEL)

Cheyrl Stewart Laliberte commented, "Kara, let [REDACTED] know and show them your post. You'll at least get a free coffee out of it. It happened to me a few years ago and I got 7 free coffees. You can even contact them through the app."

Helen Pangelinan commented, "That was my first sip feeling. I just stopped paying on the \$26 of crap through the drive-through. They are refusing to pay for my pants and wanted to give me a \$15 credit they can go screw themselves." She also commented, again, "Yes, [REDACTED] new cup lid doesn't want to actually stay on their cup. I won't be going to [REDACTED] any longer. [REDACTED] it's a waste of money and time and their culture is awful."

## Incident #20 (Attachment 20)

On December 5, 2020, Theresa Volle posted on *Facebook*, "Why can't [REDACTED] get my lid on right? Twice it spilled on me! 🙄😡" <sup>20</sup>

The post has one reaction and eleven comments.

## Incident #21 (Attachment 21)

On October 16, 2020, Jessica M Padilla posted a photo of a wet shirt with a [REDACTED] coffee cup on *Facebook* with the caption, "Hate Starbuck's new lid!! Ruined my shirt and my pants!! Dammit! #bringbacktheoldlid." <sup>21</sup>

The post has 11 reactions and 28 comments.

## Incident #22 (Attachment 22)

On March 1, 2020, Victoria Zvoncheck-Ferro posted on *Facebook*, "So [REDACTED].... are you using really inferior cups and lids, now? I got a venti vanilla latte' while I was running errands today. I was about 1/2 a mile from the place I bought it, when splat! The sides of the cup fell in and I had coffee all over my lap and car seat. Yes, I did check that the lid was on correctly (it was not when I 1st got it. So I stopped and fixed it properly). Thank God, I wasn't far from the Boutique I own and I was able to stop in there and get some dry pants and clean off my seat. This also happened last week to one of my employees. To top it off, I stopped at another one of your locations and asked if I could have another cup to pour the remainder of my drink in . I did not ask for a replacement drink. I was told , "Sorry, no we can't do that." Seriously? I am pretty

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20

<https://www.facebook.com/theresa.volle/posts/pfbid035WugR6gHSq9CKfnzdcYX32E577ArxKf5WTYtAZ6Xdkr1weqCLEuYVSe7rAoW7aqqI?rdid=FdEU7RTBXgL6cnm6>

21

<https://www.facebook.com/jmpa86/posts/pfbid0qPPytGQYYzLgZcdLwD8vYirUAvhTsvpF13xJePgPPgPWNcEigccJpz9RyVq1htSzl?rdid=jdOywOZop4jTfIC8>

# Stratejic Ex-Employee List (EEL)

sure a 20 cent cup and lid will not break your multi million dollar company. I'm not a happy camper."<sup>22</sup>

The post has 24 reactions and 16 comments.

Karena Bush commented, "I've had the same problem."

## Incident #23 (Attachment 23)

On December 10, 2019, Rob Brown posted two photos to *Facebook*.<sup>23</sup> One of these photos is of an individual's chest that is partially red and the other is someone inspecting the red area. The caption is, "██████ just overfilled a tea and didn't secure the lid and the "extremely hot beverage" poured all over Brianna's chest causing severe pain. BE CAREFUL OUT THERE... this lid issue has been recurring."

The post has 18 reactions and 36 comments.

The ██████ *Facebook* page commented, "Oh no! We are so sorry to see this. Could you please use the link to PM us? I would like to gather some personal information to have one of our specialists give you a call to help make this right. Lesley <http://m.me/██████>"

## Incident #24 (Attachment 24)

On October 25 2019, Melissa Catan-Paz posted a photo of a ██████ cup with a not fully attached lid to *Facebook* with the caption, "Am I the only one who ABSOLUTELY HATES this new ██████ lid? It NEVER stays on. I've spill more drinks in the past few months than I ever have in all the years combined using the "straw" lid. They pop off so easily! 😡😡"<sup>24</sup>

The post has five reactions and 27 comments.

Summer Madriaga commented, "Omg I like em but yes pop off way too easy and clearly it's not cutting back the straw usage lol."

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<https://www.facebook.com/victoria.zvoncheckferro/posts/pfbid02nAY9sWo6X9VbyPiZnHiNm7Du1rwSVj4frcMX9QJcdZyeuFMUHxm3CCXQ5BCwhGQhl?rddid=P4HsajuwOVBHLH8cd>

23

<https://www.facebook.com/Tigerpawsandsexypants/posts/pfbid02Xzx3bcHUZ7JpXRRSY4tnzT6oDrSrDc3iQhb4Dzu3k9Z9w2YdePC8Gb8DHHv4LoYbl?rddid=0FBPT36LQS5DziNN>

24

<https://www.facebook.com/mcatan1/posts/pfbid02YAZTHSheFeeRcHpDnVzG1HPKLDbpVqbsR5ZimMzYdBhNgK6r6FPsuxaXyp7Yda3ml?rddid=zTmZPabxim9X31ZJ>

# Stratejic Ex-Employee List (EEL)

## Incident #25 (Attachment 25)

On September 30, 2019, Tina Cobar posted a photo to *Facebook* of herself in the car seat, focusing on her torso, with wet spots. The caption is "When the [REDACTED] flimsy sippy cup lid falls off mid drink 😡"<sup>25</sup>

The post has five reactions and eight comments. Dawn Gallagi commented, "It has happened to me! Haha cheap ass cups."

## Incident #26 (Attachment 26)

On September 17, 2019, Marshall Rosario posted a photo to *Facebook* of a car seat that was wet with coffee and a car cup holder with coffee in it. The post's caption is "Gotta love the classic [REDACTED] lid pop! My car got more coffee than I did 😂 Yes, i sipped it out of the cup holder. Dont judge."<sup>26</sup>

The post has 57 reactions and 25 comments. A J Rockett commented, "Uggggghhhh those LIDS are THE worst!!"

## Incident #27 (Attachment 27)

In an August 15, 2019 *Reddit* post regarding strawless lids, a now-deleted account commented, "I love the concept of them, but I've had one pop right off a drink and two leave me with coffee spilled down my shirt. Hoping they can tweak them to work better soon."<sup>27</sup>

## Incident #28 (Attachment 28)

On August 8, 2019, Steve Scott posted a photo of a [REDACTED] coffee cup with a lid not fully attached on *Facebook* with the caption, "Hey [REDACTED] - My barista, Eric, tried 3 times to secure my lid, before he finally gave up and warned me, 'Be careful. The lids aren't fitting on the cups for some reason today.' Sure enough, I ended up with coffee down the front of me. Thanks a bunch. 😡"<sup>28</sup>

The post has 22 reactions and 25 comments.

25

<https://www.facebook.com/tina.cobar/posts/pfbid0Ezq6Pmp5in4nGkyCMZ5PqZHXF3rWTeuPacSZpxGY3TRdXuo7k3gQRmZdd8n2iBqxl?rdid=X1YHLGTalKdhbrbz>

26

<https://www.facebook.com/marshall.rosario.73/posts/pfbid02csob4X3m2tYp992rgfAz4JtHakre4P5PYXW3gcF7bqZUfKVB8A8Pp94HCkVcyAjml?rdid=SWRVUifK4JMN2lsx>

<sup>27</sup> [https://www.reddit.com/r/\[REDACTED\]/comments/cqsy5p/lets\\_talk\\_about\\_the\\_strawless\\_lids/](https://www.reddit.com/r/[REDACTED]/comments/cqsy5p/lets_talk_about_the_strawless_lids/)

28

<https://www.facebook.com/SteveScottWCBS/posts/pfbid034iVeixv4tSY5AwwCtGKe6aqGK2pv8pRML32xcyQGRiG77w1sh2aGLKyxmiB8zfbRI?rdid=aFuryOQXGNS72qXX>



# Stratejic Ex-Employee List (EEL)

## Incident #29 (Attachment 29)

On July 24, 2019, Kelly Richardson posted a photo to *Facebook* of her legs, which showed white pants with spots of spilled coffee. The caption is, "Note to self "always make sure the [REDACTED] lid is on securely" - not the greatest start to my Wednesday 😞"<sup>29</sup>

The post has 20 reactions and 10 comments.

## Incident #30 (Attachment 30)

On May 9, 2019, Lonelytwinklegrl posted on *Reddit* with the title "Lid issues?" and the text "Is anyone else having more issues with their lids, specifically grande/venti dome ones, lately? Ever since we got and have started using the summer sleeves of cups we have to go through maybe 5 or 6 lids trying to get one one to go on and it's a massive pain when we have a line going out the door. Especially since we're on a college campus and its finals week and everyone gets frappuccinos and our rushs are now coming out of nowhere and lasting for like a solid hour or 2. We tried switching sleeves and boxes but no luck so far."<sup>30</sup>

The post has 71 reactions and 29 comments.

A now-deleted account commented, "Trenta lids and tall hot too! Kill me"

Another comment from Sdrawrof0323 wrote, "I've had issues with the cups collapsing when I put the lids on recently"

A now-deleted account commented, "Lids have been not fitting, half the sleeve is busted and faulty, cups collapse when putting lids on, heat from espresso causes plastic cups to split, hot cups have warped rims, lids are so stuck together you can't get them apart and have to throw them away, straws are warped and half the pack is not wrapped properly. It's so annoying."

## Incident #31 (Attachment 31)

On November 19, 2018, Mrcustard5359 made a *Reddit* post titled "Crapy lids and Cups" with the text "Long time lurker, first time poster. This morning I go to my favorite [REDACTED] and get a Grande Americano, drive out of the lot and with the first sip the lid comes off, and extremely hot coffee is all over me and my car. When is [REDACTED] going to get better lids and cups, this has been an issue for YEARS either the cup leaks or the lids pop off leaving a huge mess. I realize the answer is probably bring your own damn cup ... but that's not always ideal."<sup>31</sup>

The post has six reactions and 22 comments.

One comment from elodieme1 said, "This. I've had hot drinks fall on my leg because the lids don't fit well."

<sup>29</sup>

<https://www.facebook.com/kelly.richardson.186/posts/pfbid0KPF5iC6jkT7jRPqHWmreXd2r8o2ySRdznD9UuQTW1Ng8T4y7tCS5rjVLoKfPKdhol?rdid=uxzyXWtM2bAY36rB>

<sup>30</sup> [https://www.reddit.com/r/\[REDACTED\]/comments/bmknyu/lid\\_issues/](https://www.reddit.com/r/[REDACTED]/comments/bmknyu/lid_issues/)

<sup>31</sup> [https://www.reddit.com/r/\[REDACTED\]/comments/9yjtfe/crapy\\_lids\\_and\\_cups/](https://www.reddit.com/r/[REDACTED]/comments/9yjtfe/crapy_lids_and_cups/)

# Stratejic Ex-Employee List (EEL)

Brooke-b commented, "I've found that sometimes if the cup gets squeezed a certain way (even if you aren't squeezing it, some of the cups are weak bc they're cheap) the lid will pop off. A customer in drive thru had an attitude one day and grabbed his 200° hot coffee aggressively from me and when he angrily grabbed it the cup busted all over my hand and burned me. double cupping it could help prevent that bc the cup will be stronger and the lid should stay secure."

## Incident #32 (Attachment 32)

In a September 17, 2018 *Reddit* post titled "Lids that just won't go on!" by Daydoodlz, there is a cartoon of a ██████ barista attempting to put a lid on a drink and the cup bursts, resulting in liquid on the barista's apron.<sup>32</sup>

There are 813 reactions and 58 comments. Epythumia commented, "Just to think that 2-3 years ago those plastics were so damn sturdy and used to click. I struggle to find a hole that's centered nowadays. What a joke these materials are."

## Incident #33 (Attachment 33)

On March 9, 2017, Melissa Moran posted a photo on *Facebook* of her shirt with a wet spot. The caption is "██████ coffee lid- YOU HAD ONE JOB!!! 😡"<sup>33</sup>

The post has 41 reactions and 12 comments.

Rosie Maria Cafarelli commented, "In our house we call it "LID GATE" because there is a total conspiracy of cheap ill fitted lids out there these days. ██████ was the first to change to crappy lids. 😞😞"

## Incident #34 (Attachment 34)

On April 16, 2016, Josh Hinger posted a video on *Facebook* of a ██████ coffee cup that had coffee leaking out from under the lid.<sup>34</sup> The post has the caption, "Dear ██████, Every coffee that I have ever purchased from you has this exact same lid/cup malfunction. It leaks right where the cup crease is located. This faulty design has ruined my favorite shirt. Please fix this. Sincerely, Josh"

The post has 84 reactions, 11 comments and 1,500 views. Sheilah Purificacion Liera commented, "Michael Loyalty Liera has been complaining about that FOREVER." Patrick Head commented, "Man. This is a legitimate problem. This happens at least 2 days out the week EVERY DAMN WEEK. I'm just the dude with coffee stained shirts now ☐"

<sup>32</sup> [https://www.reddit.com/r/██████/comments/9gjs0r/lids\\_that\\_just\\_wont\\_go\\_on/](https://www.reddit.com/r/██████/comments/9gjs0r/lids_that_just_wont_go_on/)

<sup>33</sup>

<https://www.facebook.com/melissa.moran.14224/posts/pfbid0PHxrQvvs3gbAk4bRpBtYYXjX6KzyZ8kWWcbjnKwUSNS4BapXwqmigFGVPi3Lx9DLI?rdid=DMI6uZtKHJCYTijx>

<sup>34</sup> <https://www.facebook.com/watch/?v=10154084521242463&rdid=CeiRV26C8LiHr4DS>

# Stratejic Ex-Employee List (EEL)

---

## Incident #35 (Attachment 35)

On December 19, 2015, Gerald Sherill posted a photo to *Facebook* of a person's hand and arm with a burn above the left wrist. It has the caption, "Corey's arm .. at [REDACTED] lid wasn't tight on a tea and when barista handed her the tea the lid popped off and spill on her arm."<sup>35</sup>

The post has two likes and 23 comments.

## Incident #36 (Attachment 36)

On July 10, 2015, Irving Perez posted photos on *Facebook* of a [REDACTED] coffee cup with the lid not fully secured with the caption "[REDACTED] nightmare wrong lid.....all Coffee over my seats!!!"<sup>36</sup>

The post has 18 reactions and 15 comments.

---

<sup>35</sup>

<https://www.facebook.com/gerald.sherrill/posts/pfbid0Y5KUNwNd82Wj9EFSNzYK5dxBxVML2VDPPzA2Uj8c79NgB2HbjTRcBpWp6THhXnZkl?rdid=VnyXcSCLcHBgwMuD>

<sup>36</sup> <https://www.facebook.com/share/p/17vSvXov44/>

# **ATTACHMENT 1**



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r/[redacted] · 3y ago  
twinkllynx

## does every store have this lid issue?

for the past two days i noticed our grande iced flat lids won't stay on any cups, i'll rarely find a lid that stays on. is this something we're all struggling with?

22 8 Share

LagavulinWhisky · Official · Promoted

Introducing: Lagavulin 12. But it won't be around for long...

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Share your thoughts

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gymnamind · 3y ago

For us it's not grande it's our tall and Trenta lids!

8 Reply Award Share

[deleted] · 3y ago

they're cut wrong or something??? like sometimes one edge is too short to have it seal around the cup. it's getting really frustrating and kinda embarrassing having customers watch me struggle with the lids 😭

5 Reply Award Share

streetratroadie · 3y ago

Our grande venti flat lids always have an issue fitting correctly. Takes a couple times to get them on bc one side never wants to go down.

3 Reply Award Share

Responsible\_Snow7109 · 3y ago  
Top 1% Commenter

Yep recently my store had like 2 or 3 sleeves of the grande/venti flat lids that wouldn't stay on and i can count on one hand how many lids were fine from each of those sleeves..thats how bad it was. But now they're ok for us. Now its the trenta and tall lids and as i can see, another commenter said tall and trenta lids for them too 😊

3 Reply Award Share

Renyx · 3y ago

We've had a few sleeves of these that were too big. I've also had lids that don't have enough of a lip to hold onto the cup, lips that are jagged, and sip holes that are not in the right spot. We've thrown out so many due to manufacturing issues. I wonder if they have someone else making them now due to supply chain issues or something, cause they shouldn't have this many problems after making billions of the same lids for years.

2 Reply Award Share

beansword · 3y ago

we have like a whole box of defect g/v flat lids we had to start using nitro lids instead

1 Reply Award Share

Matchaasuka · 3y ago

Yeah it's frustrating and it happens with different batches of kid deliveries. They pop off too soon as you grab the cup, and often the dome lids have the same issue. It's so frustrating

1 Reply Award Share

mkellogg18 · 3y ago

I've been told the company producing them has changed. I haven't specifically had any issues but a bunch of my baristas complain and i had a lady who's lid came off in her car

1 Reply Award Share

Related Answers

Unique [redacted]s drink combinations to try

Looking to spice up your [redacted]s order? Redditors have shared some unique and delightful drink combinations that are worth trying. Here are some of the most recommended and custom drinks:

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r/[redacted] · 3mo ago

Is this a new (insanely flawed) lid for cold drinks??? Aka: i fee...



27 comments

r/[redacted] · 1mo ago

[redacted]s tumbler lid replacement



4 upvotes · 4 comments

r/[redacted] · 1mo ago

Paper lids are horrible



78 upvotes · 9 comments

r/[redacted] · 3mo ago

[redacted]S. JUST MAKE A LID THAT FITS.

127 upvotes · 17 comments

r/[redacted] · 8mo ago

the new cups and lids suck

32 upvotes · 8 comments

r/[redacted] · 2mo ago

Is this policy at your store??

248 upvotes · 60 comments

r/[redacted] · 1mo ago

Have people at your store done this too?

74 upvotes · 13 comments

r/[redacted] · 7mo ago

Your lids suck

99 upvotes · 38 comments

r/[redacted] · 4mo ago

What Is Up With These Garbage Lids!?!?

31 upvotes · 12 comments

r/[redacted] · 5mo ago

Is my store manager lying to us?

138 upvotes · 38 comments

r/[redacted] · 3mo ago

What's up with the lids

46 upvotes · 27 comments

 [REDACTED] · 8mo ago  
**(rude) customers are so predictable**  
44 upvotes · 7 comments

 [REDACTED] · 8d ago  
**Do employees hate this?**  
35 upvotes · 42 comments

 [REDACTED] · 2mo ago  
**my entire store including me got let go**  
51 upvotes · 9 comments

 [REDACTED] · 22d ago  
**Is my order a pain?**  
  
41 upvotes · 82 comments

 [REDACTED] · 6mo ago  
**I saw someone steal my order today??**  
122 upvotes · 52 comments

 [REDACTED] · 23d ago  
**Customers will see this and still ask for the key**  
  
203 upvotes · 21 comments

 [REDACTED] · 5mo ago  
**I swear some customers have no common courtesy**  
  
143 upvotes · 9 comments

 [REDACTED] · 2mo ago  
**Called a customer an idiot...**  
385 upvotes · 53 comments

 [REDACTED] · 2mo ago  
**Are customers ok?**  
215 upvotes · 20 comments

 [REDACTED] · 4mo ago  
**CUSTOMERS ARE SO MEAN.**  
442 upvotes · 63 comments

 [REDACTED] · 1mo ago  
**Sometimes it really isn't the customer's fault**  
55 upvotes · 10 comments

 [REDACTED] · 2mo ago  
**Are managers allowed to do this?**  
64 upvotes · 46 comments

 [REDACTED] · 5mo ago  
**Customer nearly made me happy cry.**  
  
256 upvotes · 9 comments

 [REDACTED] · 2mo ago  
**To the difficult customer yesterday: thank you**  
231 upvotes · 11 comments

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**[REDACTED]**

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## **ATTACHMENT 2**

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## **ATTACHMENT 3**

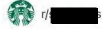
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Starbucks · 4y ago  
Kristenmckenzie11

Lids don't stay on? Is anyone else lids recently just popping off?  
Every drink I have bought the past 2 weeks the kids pop off constantly.



104 30 Share

JackDaniels\_US · Promoted

Here's to the holiday traditions unlike any other, from a whiskey that's always done things its own way.



jackdaniels.com

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[deleted] · 4y ago

sarahaqua17 · 4y ago

i always save the venti cold cups to use as waterbottles bc i lose actual water bottles and i noticed the lid was different and flimsy and pops off easily last time i got one

15 Reply Award Share

reddog20 · 4y ago

It's the 1-2 punch of poor quality control and corporate indifference.

They probably saved .000023 cents per lid by screwing over the customers and partners, then raised the price of the drink by a dollar. Gotta pay for Kevin Johnson's golden parachute.

14 Reply Award Share

Responsible\_Snow7109 · 4y ago  
Top 1% Commenter

Yes kids do pop off sometimes lol jk one of the word "lids" in ur title says ot as "kids" 😂

Lol but yeah we've been having trouble with our venti and grande lids constantly not clicking on all the way. I hate it cuz i want the customers to enjoy their drink and not have their drink spill on them or anywhere else just cuz Starbucks quality control/oversight sucks 😂

12 Reply Award Share

aee78 · 4y ago

They have been terrible lately. I've gone through 3-4 lids to find one that's clicks on and they'll still pop off if you squeeze hard enough.

4 Reply Award Share

extraspinkle · 4y ago

I have spilled several drinks lately because I have had the same problem.

2 Reply Award Share

PauseAccording20 · 4y ago

Yep! It's definitely a quality control issue

2 Reply Award Share

SirenSimp · 4y ago

i have to triple check that the g/v cold lids are secure for every single drink. i lift the cup up by the lid completely and guard the cup with my other hand. it's so stupid. fuck this company.

Related Answers

Unique Starbucks drink combinations to try

Looking to spice up your Starbucks order? Redditors have shared some unique and delightful drink combinations that are worth trying. Here are some of the most recommended and custom drinks:

Iced Drinks

Brown Sugar Oatmilk Shaken Espresso with Pumpkin Spice syrup

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Starbucks · 3y ago

Is it just me or these Starbucks lids feel like they're about to...

167 upvotes · 58 comments

r/explain · 2y ago

Lid popping off: explanation?

1 upvote · 5 comments

r/CleaningTips · 3y ago

Can I save my lid? The slider doesn't pop out like most...

8 upvotes · 15 comments

Starbucks · 7mo ago

Your lids suck

99 upvotes · 38 comments

Starbucks · 1mo ago

Paper lids are horrible

78 upvotes · 9 comments

Starbucks · 8mo ago

the new cups and lids suck

32 upvotes · 8 comments

Starbucks · 3mo ago

What's up with the lids

46 upvotes · 27 comments

Starbucks · 2y ago

Lid popped off

156 upvotes · 81 comments

Starbucks · 4mo ago

What Is Up With These Garbage Lids?!

31 upvotes · 12 comments

Starbucks · 15d ago

When the cups and lids are sticking together so I can't...

125 upvotes · 7 comments

- 2 1 Reply Award Share ...
- [deleted] · 4y ago
- What's that nasty looking drink
- 1 1 Reply Award Share ...
- nicolelynnjones · 4y ago
- Every other sleeve of G/V iced cups we receive are like this. And the G/V dome lids don't fit on the cups at all!
- 5 1 Reply Award Share ...
- chunibi · 4y ago
- Sigh, spilled water all over my car yesterday.
- 2 1 Reply Award Share ...
- [deleted] · 4y ago
- It's been happening a lot the past 2 months or so. Not as much with tall lids but the venti and trenta lids. The dome lids have been doing this since I started though lol.
- 1 1 Reply Award Share ...
- DecafSaxGuy · 4y ago
- I've been having more trouble with lids being too small compared to the cups so I have to manhandle the cup like I'm a gorilla opening a jar of pickles
- 1 1 Reply Award Share ...
- uwumoment · 4y ago
- literally doesn't give a single shit about quality control so I would reach out to corporate bc lids are constantly not fitting well or wobbly
- 1 1 Reply Award Share ...
- sharkky20 · 4y ago
- See bc this been happening for a min now, we just started slightly squeezing the drinks, to see if the lid comes off or not bc like you said really bad lids
- 1 1 Reply Award Share ...
- mt-jupiter · 4y ago
- Yeah ! The quality is awful. A lot of them have been weirdly punched lately too & it made me spill water all over myself the other day :p I feel bad for anyone I've accidentally given one of those too without noticing :/
- 1 1 Reply Award Share ...
- stunta\_hu · 4y ago
- Yeah! I found that if you double cup the drink, it stabilizes the drink and allows you to pop the lid on.
- 1 1 Reply Award Share ...
- u/ezCater\_Official · Promoted
- Dig into why ezCater is the smartest way to order food for your workplace
- ezcater 82% of employees expect to be able to eat during meetings that are scheduled over their work hours
- Witty\_Positive1786 · 4y ago
- YES
- 1 1 Reply Award Share ...
- KenidotGaming · 4y ago
- Yep happened to me I got my mom a drink and when I was getting out of my car the lid just came off and spilled the drink all over my car
- 1 1 Reply Award Share ...
- Milleneum\_Shockr · 3y ago
- Also struggling with cruddy lids recently specifically on vente lattes
- 1 1 Reply Award Share ...
- ohnomrbill135 · 3y ago
- Completely fed up with this bullshit it has happened to us no less than 20 times ruining clothes on the way to work I'm going to file a law suit
- 1 1 Reply Award Share ...
- Flymetothemoon2020 · 2y ago
- This has happened to me twice in the past two months AND with a hot beverage cup lid too! WTF is wrong with s - first charging .70 cents for nondairy and now their cups and lids are complete sh\*t. The cost isn't matching the quality like it once did....
- 1 1 Reply Award Share ...
- MimiCoolwhip5 · 2y ago
- I know this post is 1yr old however its still true. Actually came here bc I was doing a search on how to prevent lids from popping off. Its stressful when youre in the car or anywhere trying to be extra careful so lid wont pop off. Hopefully when it does(and it will)you have a good grip👊
- 1 1 Reply Award Share ...

- 3mo ago
- Is this a new (insanely flawed) lid for cold drinks??? Aka: i fee...
- 27 comments
- 7mo ago
- At what point do you admit you just don't like coffee lol
- 94 upvotes · 21 comments
- 3y ago
- Careful with ur orders they failed to put the lid on...
- 61 upvotes · 125 comments
- 5mo ago
- These freaking hot cups are going to make me crash out.
- 15 upvotes · 17 comments
- 3y ago
- Hotel Chocolat Velveter vs. Smeg Milk Forther?
- 46 upvotes · 114 comments
- 2mo ago
- im addicted to marking out cups of milk instead of going to the...
- 974 upvotes · 87 comments
- 7mo ago
- A customer upset about how I rung up their drink...
- 260 upvotes · 86 comments
- 1mo ago
- stop attacking partners for buying the cups before open
- 44 comments
- 4mo ago
- Has anyone been fired for not writing on cups?
- 105 upvotes · 79 comments
- 8mo ago
- some more of the silly stuff ive been putting on cups
- 123 upvotes · 7 comments
- 3mo ago
- Can the custie at the register please speak up, please speak up?
- 67 upvotes · 15 comments
- 8mo ago
- Welp
- 164 upvotes · 11 comments
- 9mo ago
- Writing on the cups has to go away!
- 150 upvotes · 20 comments
- 1mo ago
- What is written on my cup?
- 300 upvotes · 94 comments
- 5mo ago
- Writing on cups is actually gross.
- 360 upvotes · 215 comments
- VIEW POST IN
- Русский
- Tiếng Việt
- r/
- Join
- The cyber third place for s friends, fans, and families alike! Please sit back, get yourself a beverage, and enjoy your stay....
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## **ATTACHMENT 4**

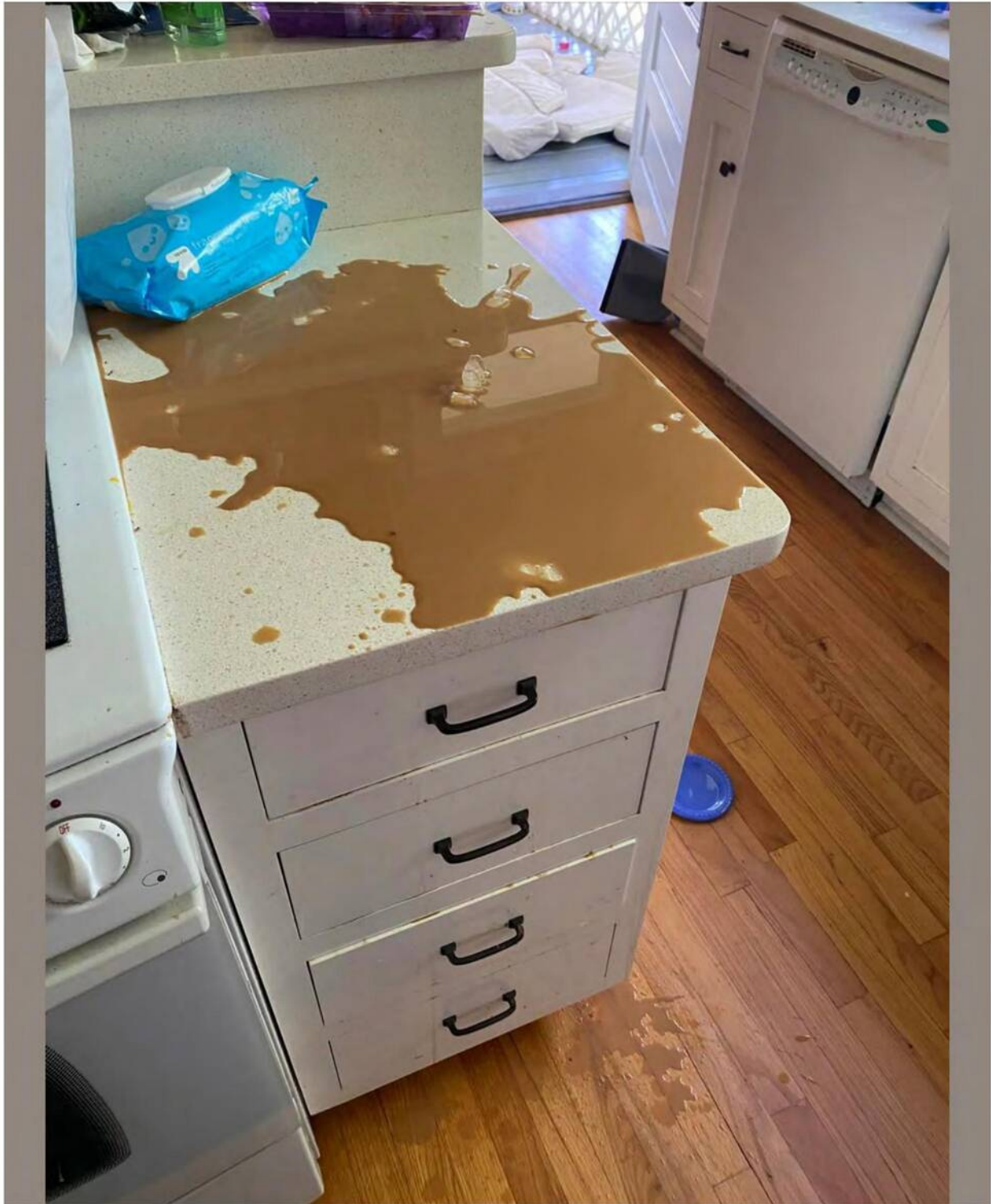


Ellen Veazey

April 22, 2022 · 🌐

...

Hey [REDACTED] pls fix your poop coffee lids. This is the third time I haven't gotten but two sips of my 6\$ coffee. Not convinced it's user error anymore



 21

10 comments

 Like

 Comment

 Share

All comments ▼



**Jessica Black**  
I'd be pissed 🙄

3y Like Reply 😂



**Ellen Veazey**  
**Jessica Black** I was. If there weren't little ones around I would've said some choice words

3y Like Reply



**Jessica Black**  
**Ellen Tribble** same!! Don't mess with my coffee ☕

3y Like Reply



Reply to Ellen Veazey...



Reply to Jessica Black...



**Blake Reynolds**  
Sad

3y Like Reply



**Ellen Veazey**  
**Blake Reynolds** ruined my morning honestly

3y Like Reply



Reply to Blake Reynolds...



**Blake Reynolds**  
Pour coffee from crummy cup into travel coffee mug I just sent you. You should get it Sunday.

3y Like Reply



**Ellen Veazey**

**Blake Reynolds** I'm going to cry

3y Like Reply



**Blake Reynolds**

**Ellen Tribble** lol. Don't do that.

3y Like Reply



**Blake Reynolds**

**Ellen Tribble** you have to hold down a button to drink from it, so it's brutally spill proof. I have like 4 of them.

3y Like Reply



Reply to Ellen Veazey...



Reply to Blake Reynolds...



**Jaquelin Valarezo**

Oh Snap.. oh yeah Ellen handle that sista.. 🤔🤔

3y Like Reply



## **ATTACHMENT 5**



Adele Nock

April 14, 2022 · 🌐



When your [REDACTED] lid isn't on properly 🤖 At least I'm at Target so I can get something clean to put on 😂



(20+) Adele Nock - When your [REDACTED] lid isn't on properly 🤦♀️ At... | Facebook  
<https://www.facebook.com/adele.m.nock/posts/pfbid02epHA39o1Rh9pe4BPBMy5QkLyC...>

🤔👍🤔 11

7 comments

👍 Like

➦ Share

All comments ▼



**Patrick Romano**  
Never a good time ☕



3y Like 🤔



**Chuck Ammon**  
Damn union employees

3y Like



**Dylan Haynes**  
Lol

3y Like 🤔



**Katie Pierson**  
Something in the air... this just happened. Not [REDACTED]s but is coffee



3y Like 👍



**Adele Nock**  
**Katie Oliver** must be 🤔

3y Like



**Ligia Toma**  
hate when that happens 🤔

(20+) Adele Nock - When your [REDACTED] lid isn't on properly 🤦♀️ At... | Facebook  
<https://www.facebook.com/adele.m.nock/posts/pfbid02epHA39o1Rh9pe4BPBMy5QkLyC...>

3y Like



**Kathleen Ann**

I walked around with a coffe cup ring on my Lap yesterday.

3y Like





## **ATTACHMENT 6**

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[REDACTED] · 4y ago  
[deleted]

## Anyone else had trouble with the lids lately :')



248 56 Share

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Share your thoughts

Sort by: Best Search Comments

[deleted] · 4y ago

hcgarcia1205 · 4y ago

dude yes!! the dome lids mostly!! those are so hard to get on i always worry im going to spill it everywhere

I'm sorry that happened to ya tho :(

40 Reply Award Share

Mysterious\_Funny\_925 · 4y ago

Dome lids

32 Reply Award Share

Lando\_Snow93 · 4y ago

Oh yeah those dome lids were the bane of my existence. A few times I just outsourced the lidding job to my coworkers so as to avoid making a Frappuccino disaster for the nth time.

31 Reply Award Share

is\_coffee · 4y ago

I love your nametag, cocoa.

14 Reply Award Share

[deleted] OP · 4y ago

Target hasn't given me a nametag yet so I thought I'd take it into my own hands.

So far only one customer has noticed and thought it was hilarious lmao!

15 Reply Award Share

is\_coffee · 4y ago

Fellow target barista here. Our leads lose their shit if we don't wear our nametags. I hate nametags.

3 Reply Award Share

[deleted] · 4y ago

Lol I split a cup open trying to put a dome lid on this week, hate them so much

9 Reply Award Share

ordinaryflask · 4y ago

Yes. Our flat lids have been coming with little tabs attached to the hole too haha

9 Reply Award Share

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Unique [REDACTED]'s drink combinations to try

Looking to spice up your [REDACTED]'s order? Redditors have shared some unique and delightful drink combinations that are worth trying. Here are some of the most recommended and custom drinks:

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[REDACTED] · 1mo ago

Paper lids are horrible



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[REDACTED] · 3mo ago

What's up with the lids

46 upvotes · 27 comments

[REDACTED] · 7mo ago

Your lids suck

99 upvotes · 38 comments

[REDACTED] · 8mo ago

the new cups and lids suck

32 upvotes · 8 comments

[REDACTED] · 4mo ago

What Is Up With These Garbage Lids?!

31 upvotes · 12 comments

[REDACTED] · 15d ago

When the cups and lids are

sticking together so I can't...



125 upvotes · 7 comments

[REDACTED] · 7mo ago

At what point do you admit you

just don't like coffee lol



94 upvotes · 21 comments

[REDACTED] · 15d ago

It just keeps getting worse

15 upvotes · 3 comments

[REDACTED] · 27d ago

What in the diabetic shock is even this?



135 upvotes · 75 comments

[REDACTED] · 4d ago

Help

6 upvotes · 13 comments

[REDACTED] · 19d ago

Finally, someone who gets it!

130 upvotes · 105 comments

-  **blacksequoias** · 4y ago  
I swear the dome lids are so difficult!! The flat ones are fine though :{  
5 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **SwitchAgreeable** · 4y ago  
I thought it was just me! I've been having problems with grande dome lids (not snapping correctly) and hot lids (they're coming in damaged)  
5 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **zjb26** · 4y ago  
I love how OP never said what lid types they were but we all know it was those damn dome lids 🤔🤔🤔  
4 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **boncele\_** · 4y ago  
YES!! I was JUST talking about this yesterday- they pop off when you even just pick up the drink >:(  
4 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **iamnotabable** · 4y ago  
Yea! A co worker was having trouble with a lid and spilled a venti dark roast on me  
3 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **musclesbear** · 4y ago  
Dude I freaking obliterated this white mocha frap in front of a customer and it legit looked like that. Those dome lids are a bitch.  
3 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **Grouchy\_Arugula7257** · 4y ago  
I find delicately putting the lid on top of the whipped cream and then running both thumbs along the rim of the lid while holding the cup really helps. I don't know if that makes sense written down but you should try! Basically don't rush it, these lids sense fear 🤔  
3 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **jetstarxo** · 4y ago  
I had a cup cave in on me in the middle of peak because the dome lid wouldn't fit 🤔  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **Big\_Incident\_192** · 4y ago  
Same  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **LaynaBird03** · 4y ago  
I've split cups down the side, spilled them, bent the cup, and so much more. Double cup them when you put dome lids on. Saves so much time and helps to stabilize the cup so it doesn't go everywhere  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **nighttimevil** · 4y ago  
Dome lids hate me. Also flat lids have been feeling kinda loose lately on grande cups when on??? Just me???  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **Old-Paper-6309** · 4y ago  
Dome lids but also for some reason our cold grande/venti lids have been shit lately  
2 upvotes · 0 replies · 0 awards · 0 shares · ...  
1 more reply
-  **spicygingivitis** · 4y ago  
my flat lids have been cracking lately :/  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **ChentraBard** · 4y ago  
Flat grande cold lids...OMG. They look great warped.  
2 upvotes · 0 replies · 0 awards · 0 shares · ...
-  **changbinsomnia** · 4y ago  
yes! dome lids cause sometimes i push down and the cup starts bending? 🤔 but also iced grande/venti flat lids- no trouble getting them on... they just aren't snapping on the way they used to if that makes sense  
1 upvote · 0 replies · 0 awards · 0 shares · ...
-  **Some-Ginger-** · 4y ago  
Lately the flat grande lids keep popping off. None of them fit properly! So whenever I do DT, I give everyone straws and let them know. I'm like "I just want to warn you so you don't spill all over yourself" and usually they're grateful.  
1 upvote · 0 replies · 0 awards · 0 shares · ...
-  **Sbux\_King** · 4y ago  
We had the Grande/Venti iced flat lids not going on properly for sometime. They are poorly manufacturing them.  
1 upvote · 0 replies · 0 awards · 0 shares · ...

-  [REDACTED] · 7mo ago  
I save my food mark outs for this!  
68 upvotes · 20 comments
-  [REDACTED] · 1mo ago  
This is a first for me  
36 upvotes · 15 comments
-  [REDACTED] · 6mo ago  
\*deep sigh\*  
37 upvotes · 0 comments
-  [REDACTED] · 1mo ago  
What do I even do about this  
78 upvotes · 24 comments
-  [REDACTED] · 4mo ago  
:) welp  
84 upvotes · 19 comments
-  [REDACTED] · 4mo ago  
Hot take  
57 upvotes · 9 comments
-  [REDACTED] · 4mo ago  
Hot take  
49 upvotes · 9 comments
-  [REDACTED] · 1mo ago  
\*sigh\*  
330 upvotes · 14 comments
-  [REDACTED] · 10mo ago  
I simply cannot be stopped  
405 upvotes · 21 comments
-  [REDACTED] · 1mo ago  
like actually...  
280 upvotes · 12 comments
-  [REDACTED] · 8mo ago  
Welp  
164 upvotes · 11 comments
-  [REDACTED] · 3mo ago  
I present to you  
124 upvotes · 10 comments
-  [REDACTED] · 5mo ago  
I Will Call This Out Loud  
114 upvotes · 15 comments

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**an\_anachronism** · 4y ago

Did you hulk smash it into the counter? I did.

↑ 1 ↓ Reply Award Share ...



**Jakeupinfinity** · 4y ago

Not recently but dome lid quality definitely goes down sometimes and makes me feel like I'm going to have an aneurysm!

↑ 1 ↓ Reply Award Share ...



**owouuwus** · 4y ago

ok but is anyone having issues w trenta and grande hot? they feel so flimsy and pop off if you so much look at them the wrong way

↑ 1 ↓ Reply Award Share ...



**1a2b3c4d00** · 4y ago

had a white mocha spill this way 😂 luckily stayed on the counter and not the freshly cleaned floors

↑ 1 ↓ Reply Award Share ...



**FiredSnemone** · 4y ago

The lids are always a mess.

↑ 1 ↓ Reply Award Share ...



**Mora\_Starseed** · 4y ago

I have 100% crushed a frap trying to put on a lid 😂

↑ 1 ↓ Reply Award Share ...



**Geschinta** · 4y ago

I've been the master of putting on cold lids for years, but lately I'm having so many problems. It's like they all shrunk a little.

↑ 1 ↓ Reply Award Share ...



**allegedly\_aubs** · 4y ago

ALWAYS

↑ 1 ↓ Reply Award Share ...



**Turbulent\_Grape\_2720** · 4y ago

My store recently had a bunch of grande cold lids that wouldn't stay on the cups for anything 😂 had to use hot cups because we kept spilling when handing them out

↑ 1 ↓ Reply Award Share ...



**QuietRF** · 4y ago

Dome lids and Grand/Venti Hot lids are pretty bad rn. Dome is just won't clip on and the grande/venti hot lids are sometimes loose soooo :((

↑ 1 ↓ Reply Award Share ...



**Candid-Incident9528** · 4y ago

Yeah the lids have been horrible lately

↑ 1 ↓ Reply Award Share ...



**Mangotang000** · 4y ago

Worst thing to struggle with during a rush

↑ 1 ↓ Reply Award Share ...



**[deleted]** · 4y ago

YESSS!!! THE LATEST BATCH OF LIDS IS TERRIBLE!!!

↑ 1 ↓ Reply Award Share ...



**sleppybebble** · 4y ago

Even our iced flat lids haven't been "clicking" onto the cups recently and it's been a huge problem

↑ 1 ↓ Reply Award Share ...



**Plane\_Watercress\_895** · 4y ago

Dude if I cry at work it'll be because of these mfs

↑ 1 ↓ Reply Award Share ...



**Big\_Incident\_192** · 4y ago

YES! The lids hate me

↑ 1 ↓ Reply Award Share ...



**honey\_0218** · 4y ago

that happens at least once a day in my store 😂😂

↑ 1 ↓ Reply Award Share ...



**-King\_Slacker** · 4y ago

You're gonna have to be more specific. Is it the hot lids falling off? Flat and domes cracking? Drink holes being misplaced on hots and flats? G/V domes being undersized? It's a long list, and I can't remember the most recent I've been experiencing anymore.

↑ 1 ↓ Reply Award Share ...





**CurrentQuarter8791** · 4y ago

It happens from time to time

👍 1 📄 Reply 🏆 Award ➦ Share ...



**JordanAmbz** · 4y ago

Our grande and Venti flat lids don't click when you put them on so when we hand it out or pick it up, it pops off. The bane of my existence.

👍 1 📄 Reply 🏆 Award ➦ Share ...



**DasTeufelkind86** · 4y ago

The flat venti lids have been fitting like SHIT lately!

👍 1 📄 Reply 🏆 Award ➦ Share ...



**Lingeringspice** · 4y ago

Dome lids and tall cold lids are the worst

👍 1 📄 Reply 🏆 Award ➦ Share ...



**bakabitxh** · 4y ago

YES. this happened to me the other day. luckily it was the last drink of my shift bc i was DONE after that

👍 1 📄 Reply 🏆 Award ➦ Share ...



**tbb10** · 4y ago

I've lost at least 20 fraps because of this over the last few months... even with double cupping sometimes

👍 1 📄 Reply 🏆 Award ➦ Share ...



**Random\_Weeb\_At\_Home** · 3y ago

Luckily I've yet to have a complete dome disaster but I have had a few thumb dunks.

👍 1 📄 Reply 🏆 Award ➦ Share ...

## **ATTACHMENT 7**



cleaned up for you.

3y Like Reply

Tony Andres

I would sue!

3y Like Reply

Tammy Keller

🙄🙄🙄🙄

3y Like Reply

Bekki Everhart Kidd

argh

3y Like Reply

Pamela Haben Seeker

🤔🔥

3y Like Reply

Sue Lovejoy

I get those all the time on my green teas. The other morning at 4 AM I got my two green teas and literally dumped one whole one all in my lap and I do that probably once a week. And what's with these paper straws yuck

3y Like Reply

Arthur Brucato

Holy shit🔥

3y Like Reply

Kathy Fangman Hurley

Ugh biggest pet peeve!😡

3y Like Reply

Tiffany Leigh replied · 1 Reply

Dan Walker

I have always found the extortionary pain of their prices worse than their lids

3y Like Reply

Steven Conley

buy a contigo . never leaks

3y Like Reply

Write a comment...

## **ATTACHMENT 8**



reddit

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## how fucking hard is it to send lids that actually fit?

80 24 Share

Share your thoughts

Sort by: Best Search Comments

[deleted] · 4y ago

Comment removed by moderator

16 10 Reply Share

chunibi OP · 4y ago

It's the grande/venti here. We had a car sit in the window for SEVEN MINUTES fussing with these lids for one drink. We switched cups, got new lids, we could not get it on at all.

26 10 Reply Award Share

[deleted] · 4y ago

intotallysurebro · 4y ago

Double cupping the drink to put the lid on usually fixes it, but lately it's still been such a struggle to do it. Having someone stare you down while you try over and over (or spill) is just so awkward.

9 10 Reply Award Share

DannyRosee · 4y ago

when a drink explodes on me because the lid dosent fit it just knocks me down so fucking hard

16 10 Reply Award Share

Electrical\_Metal\_106 · 4y ago

Same. I've been known to cry because of these stupid lids-especially when it's a frap with whip and toppings dripping all over the place...

10 10 Reply Award Share

tinseltesseract · 4y ago

Are these hot grande/venti lids by any chance..? Do they feel "extra plastic-y" and like stiff or something like that? Bc if so we're having the same issue at my store. The kind of plastic the lids are made of changed and now it sucks lol

9 10 Reply Award Share

diphenhydranautical · 4y ago

yes we ran out a while ago, have been stuck with "emergency lids" since then and they're much flimsier :-( and way harder to put on securely.

1 10 Reply Award Share

djdementia · 4y ago

unfortunately very hard during a pandemic, our "just in time" economy of cutting down 'stock on hand' means we have to have a fully working supply chain.

if a factory shuts down to covid - just like us with short staffing - quality goes down. If the factory is down long enough corporate might have to find a new supplier with lower quality than the previous one.

17 10 Reply Award Share

chunibi OP · 4y ago

That makes sense. It's unfortunate

5 10 Reply Award Share

Necessary\_LowB39 · 4y ago

Yes always been the grande venti dome lids that now I just ask a male partner to cap them when I have problems lol

6 10 Reply Award Share

Who\_am\_i\_why\_am\_i · 4y ago

What lids? We don't have any 🤔

4 10 Reply Award Share

burntfishchips · 4y ago

How do you sell drinks??

1 10 Reply Award Share

[deleted] · 4y ago

My manager been buying from Bezos.

2 10 Reply Award Share

Who\_am\_i\_why\_am\_i · 4y ago

We split between the cup/lids we do have. So for example, G/Vs get split between 2 tall cups

0 10 Reply Award Share

### Related Answers

Unique Starbucks drink combinations to try

Looking to spice up your Starbucks order? Redditors have shared some unique and delightful drink combinations that are worth trying. Here are some of the most recommended and custom drinks:

#### Iced Drinks

+ Brown Sugar Oatmilk Shaken

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Starbucks · 7mo ago

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What Is Up With These Garbage Lids!?!?

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Starbucks · 1mo ago

tumbler lid replacement

4 upvotes · 4 comments

Starbucks · 27d ago

So we agree this sucks right?

187 upvotes · 49 comments

Starbucks · 19d ago

Finally, someone who gets it!

130 upvotes · 105 comments

Starbucks · 4mo ago

Im guessing they take it personally when you ask for n...

19 comments

Starbucks · 3mo ago

Well this sucks.

- **roserode** · 4y ago  
here, it's the tall flat lids .  
 2   Reply  Award  Share ...
- **kindacringesav** · 4y ago  
PLEASE. The nitro lids DO NOT FIT. It's like they're just waiting for us to get screamed at by a customer when they go to take a sip of their drink and the lid just falls off. Thanks [REDACTED]  
 2   Reply  Award  Share ...
- **stevezer0** · 4y ago  
Supply chain issues. Companies are having to scramble for other options and it's hit or miss.  
 1   Reply  Award  Share ...
- **ooddeeye** · 4y ago  
I KNOW, I KNOW I HAD A ROUGH START and everything in general has been rough for me as a green bean these days but i swear to god the day that i just started tearing up at the cold bar and had my shift manager come up to me and ask me if everything was okay while i was both crying and fighting with a venti lid that **that** was my last straw last lid even please don't make it so hard for us we already have many struggles i wanted to die that day  
 1   Reply  Award  Share ...
- **The\_tired\_barista** · 4y ago  
I was told the lids were "cut wrong" like how!??  
 1   Reply  Award  Share ...
- **Myebix** · 4y ago  
this week the trenta lids have been shit. last week it was the tall lids. someone had an order of 3 trenta drinks, and every time i picked those cups up, the lids popped off. i had to warn her when she got them that the lids weren't fitting very well.  
 1   Reply  Award  Share ...
- **ShadesofAbsence** · 4y ago  
Now this is a complaint i can get behind.  
 1   Reply  Award  Share ...
- **DaenaTargaryen3** · 4y ago  
I heard they are getting warped in hot trucks but its winter now so wtf  
 1   Reply  Award  Share ...

- **[REDACTED]** · 15d ago  
When the cups and lids are sticking together so i can't...  
  
125 upvotes · 7 comments
- **[REDACTED]** · 3mo ago  
[REDACTED]S. JUST MAKE A LID THAT FITS.  
127 upvotes · 17 comments
- **[REDACTED]** · 8d ago  
Do employees hate this?  
35 upvotes · 42 comments
- **[REDACTED]** · 1mo ago  
This is a first for me  
  
36 upvotes · 15 comments
- **[REDACTED]** · 4mo ago  
CUSTOMERS ARE SO MEAN.  
442 upvotes · 63 comments
- **[REDACTED]** · 5mo ago  
I swear some customers have no common courtesy  
  
143 upvotes · 9 comments
- **[REDACTED]** · 8mo ago  
some more of the silly stuff ive been putting on cups  
  
123 upvotes · 7 comments
- **[REDACTED]** · 2mo ago  
To the difficult customer yesterday: thank you  
231 upvotes · 11 comments
- **[REDACTED]** · 8mo ago  
Welp  
  
164 upvotes · 11 comments
- **[REDACTED]** · 5mo ago  
I Will Call This Out Loud  
  
114 upvotes · 15 comments
- **[REDACTED]** · 5mo ago  
Customer nearly made me happy cry.  
  
256 upvotes · 9 comments

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## **ATTACHMENT 9**



...

19 ● 167 👁

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3y Like Reply

 Camile Whitmore replied · 1 Reply

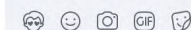
3y Like Reply

3y Like Reply

3y Like Reply

Dawn Noriega-Malone  
Camile Whitmore oh man.  
Yes. Praying they make it

Write a comment...





## **ATTACHMENT 10**





**Josh Williams**  
October 18, 2021 · 🌐

When the ██████ barista doesn't put the lid on your grande pumpkin spice latte well, and you're driving down 153 and that lid comes off, you get pumpkin spice balls!!! Scalded hot pumpkin spice testicles!!!

 55  29

 Like  Comment  Share

Most relevant ▾

**Kreig Marzolf**  
You could be the new McDonalds lady.  
4y Like Reply 2 🗨️👍

 Josh Williams replied · 4 Replies

**Susan Cheek-Williams**  
Oh no!! I'm so sorry. Cold shower??  
Now be honest, were you more upset about the roasted chestnuts or the mess in your truck?? 🤔🤔  
4y Like Reply Edited 3 🗨️👍

 Mary West Marzolf re... · 4 Replies

**Chuck Hayes**  
I would generally have compassion for such, but you ordered a Pumpkin Spice Latte. Lol  
4y Like Reply 6 🗨️👍

 Josh Williams replied · 3 Replies

**Jennifer Michelle**  
OMG. I know you are pissed about your truck! 🤔 But I also hope your skin is ok. 🤔  
4y Like Reply Edited 1 🗨️👍

 Write a comment...  
    

## **ATTACHMENT 11**





Facebook post interface showing the photo and a list of comments.

**Amanda Haddaway**  
August 31, 2021 · 🌐

My [redacted] lid just popped off and dumped everywhere! And I'm not feeling my gas station replacement. How's your Tuesday treating ya?

👍❤️👍 17      20 🗨️

👍 Like      ➦ Share

Most relevant ▾

**Kerrie Capehart**  
That's the worst 😞 Hope it gets better!  
4y Like      👍

**Amanda Haddaway** repli... · 1 Reply

**Ashley Hubbard**  
Ohhh no!!!  
4y Like      👍

**Amy Highlands**  
That to me is a sign to turn around and go back to bed  
4y Like

**Amanda Haddaway** repli... · 1 Reply

**GiGi Helene**  
Am I going to be the only one that laughs 😂😂  
4y Like

**GiGi Helene** replied · 9 Replies

**Amy Schnirel**  
Oh no!!!  
4y Like

**Thomas Simko**  
Bob would have had paper towels ready  
4y Like      👍

**Amanda Haddaway** repli... · 1 Reply

View more comments      6 of 7



## **ATTACHMENT 12**



**Scott McAllister**  
September 18, 2021 · 🌐

Dear @ [REDACTED] I guess a \$3 cup of coffee does not include a functioning lid?...

See more

7 7 345 👁

Like Share

Comments See all

**Carol Granger**  
Dumped [REDACTED] years ago..over priced, bitter, over rated cup of \$\$! Will stick to locals like Coffee Coop in Elma! Always great and lids fit !!  
4y Like

**Jerry Renville**  
Old school coffee! lol

4y Like

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## **ATTACHMENT 13**

Captured by FireShot Pro: 26 November 2025, 12:55:47  
https://getfireshot.com



## **ATTACHMENT 14**



Most relevant ▾

 Sheryl Pierce replied · 1 Reply

 Sheryl Pierce replied · 1 Reply

 Sheryl Pierce replied · 1 Reply

Write a comment...

## **ATTACHMENT 15**





**Adriel Ramirez**  
August 8, 2021 · San Antonio, TX · 🌐

Dammit [REDACTED] put your lids on properly.  
Thank God I have an apron in my car.  
— at [REDACTED]

18 8

Like Comment Share

Most relevant ▾

**Andrea Ruiz Vargas**  
What kind of drink is that one  
4y Like Reply

Adriel Ramirez replied · 2 Replies

**Catherine Vail**  
Ugh I know. Hate the new ones  
4y Like Reply

**Krystal Douglas**  
I'm sure there is more than 1 apron in your car 🤔🤔🤔  
4y Like Reply

**Andrea Ruiz Vargas**  
Thank you

**Kimberly Miller**  
That always happens with the biggest drinks.  
4y Like Reply

**Anamaria Ballesteros**  
I know. Damm [REDACTED]



## **ATTACHMENT 16**

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Can we get some better lids ?



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BeardiesRule112 4y ago  
Can we get some better wages?  
70 Reply Award Share

colonade17 4y ago  
Did you know that the thinner cheaper plastic was better for the environment?  
I guess so long as you don't spill your coffee and have to use a 2nd lid.  
20 Reply Award Share

[deleted] 4y ago  
...? I've never had an issue with hot lids...  
13 Reply Award Share

crzytrtlidy 4y ago  
At least half the time I order it's in 2 cups because of spillage issues.  
6 Reply Award Share

jazzysoranio 4y ago  
Speaking from experience it's usually the cups that are actually the issue. A lot of the hot cup rims get smashed up during storage or transport or just from the rolling cup cart thing that most stores use. And it's usually not bad enough for the barista to notice but it's just mangled enough to make the lid not snap on as securely as it should. Regardless, it's still an issue that should be fixed by corporate.  
6 Reply Award Share

CoffeeCoffeeCoffee 4y ago  
Around the same time the dome lids got better, it seemed to me the hot lids got worse. Haven't been sure if I'm imagining it or not.  
5 Reply Award Share

Skerivo 4y ago  
I swear every third cup collapses on me. I've burned my hands too many times and seem to always remake the drink. I try to double cup but get told it's a waste :///  
6 Reply Award Share

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[redacted] 1mo ago

Paper lids are horrible



78 upvotes 9 comments

[redacted] 7mo ago

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190 upvotes 39 comments

[redacted] 4mo ago

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It just keeps getting worse

15 upvotes 3 comments

[redacted] 15d ago

When the cups and lids are sticking together so I can't...



125 upvotes 7 comments

[redacted] 19d ago

Finally, someone who gets it!

130 upvotes 105 comments

[redacted] 2mo ago

will this taste good?



29 upvotes 23 comments

[redacted] 21d ago

I just had an epiphany..

volvocars.com

Learn More

281 upvotes · 29 comments

[deleted] · 4y ago

Hope that wasn't a coveted ASTM 3 mask!

2 upvotes · 15 comments

Hicrayert · 4y ago

Its probably the cup and not the lid

3 upvotes · 16 comments

[deleted] · 4y ago

100% this, you'll see that some of the hot cups have mushed lips so the lid can't clamp on them.

3 upvotes · 16 comments

playerofdayz · 4y ago

Long time customer - never had a problem with the [REDACTED]'s cup (seam) or lid leaking until just recently. Most of my Americanos leak now

1 upvote · 9 comments

[REDACTED] · 1mo ago

This is a first for me

36 upvotes · 15 comments

[REDACTED] · 3mo ago

Welp.

73 upvotes · 36 comments

[REDACTED] · 4mo ago

Now HEAR ME OUT.

54 upvotes · 16 comments

[REDACTED] · 4mo ago

Hot take

49 upvotes · 9 comments

[REDACTED] · 4mo ago

Hot take

57 upvotes · 9 comments

[REDACTED] · 10mo ago

I simply cannot be stopped

405 upvotes · 21 comments

[REDACTED] · 15d ago

Why is this even an option

61 upvotes · 6 comments

[REDACTED] · 1mo ago

like actually...

280 upvotes · 12 comments

[REDACTED] · 1mo ago

\*sigh\*

330 upvotes · 14 comments

[REDACTED] · 3mo ago

I made this the other day

23 upvotes · 6 comments

[REDACTED] · 3mo ago

I present to you

124 upvotes · 10 comments

[REDACTED] · 5mo ago

I Will Call This Out Loud

114 upvotes · 15 comments

r/[REDACTED]

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The cyber third place for [REDACTED]'s friends, fans, and families alike! Please sit back, get yourself a beverage, and enjoy your stay....

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## **ATTACHMENT 17**



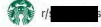
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## WTH is going on with the cups and lids quality

They can't even fit- the worst. Having issues when there's a lot of drinks in queue.

58 15 Share

OscarMayerOfficial · Promoted

We smoke our thick-cut bacon for 12 loooooong hours. A really, really long time for that perfect smokey flavor.

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oscardmayer.com



Share your thoughts

Sort by: Best Search Comments

trixtred · 5y ago  
Every time I get a tall frap with whip I break out in a cold sweat

57 Reply Award Share

ventisizedstress · 5y ago

SAME OMG

11 Reply Award Share

xoMisaa · 5y ago

DUDE i still can't get a lid to stay on for fraps i end up getting whipped cream and/or drizzle ALL OVER THE DAMN CUP bc the lids are so crappy

1 Reply Award Share

b0gw1tch · 5y ago

I've also noticed more "hairs" of plastic having off the lids lately ://

50 Reply Award Share

[deleted] · 5y ago

It feels like they've ramped up production beyond quality control capabilities in every possible factory that ships things to us. We got these weird lids, we got panini bags and warming bags that aren't glued together at all and just open right up (probably not getting sealed all the way cuz they're making machines work too fast) esp when they're hot... and don't even get me started on how many breakfast sandwiches and protein boxes we get that have doubled-up ingredients or weird packaging issues... I think they're doing to the entire supply chain what they're doing to us

36 Reply Award Share

szhou009 · 5y ago

Thank you! I swear I wasn't the only one haha. Shit is unreliable as fuck man

10 Reply Award Share

roowhoo · 5y ago

Have any of y'all gotten the cold flat lids with the opening on the front instead of the top? Like the part you put your lip on haha. I've spilled so many drinks on myself ;-;

10 Reply Award Share

DanielEnTest OP · 5y ago

I mean it's kinda understandable but at the same time, it's not... Lowering quality and having shortages but still getting the same pay rate? Incentives for new partners only? Looks like we need a union

10 Reply Award Share

FfierceLaw · 5y ago

We got a bad batch of the shopper handle bags, not even glued together on the side

6 Reply Award Share

TheFriendlyFeminist · 5y ago

Same

2 Reply Award Share

u/ollywellness · Promoted

It's weird behavior to make women feel shame over this. Luckily, OLLY gets it.

Shop Now

olly.com



ConsumeTheOnePercent · 5y ago

We had a drink today where our partner went through 8 lids and 5 cups trying to get ONE OF THEM to work together

5 Reply Award Share

### Related Answers

Unique's drink combinations to try

Looking to spice up your's order? Redditors have shared some unique and delightful drink combinations that are worth trying. Here are some of the most recommended and custom drinks:

#### Iced Drinks

+ Brown Sugar Oatmilk Shaken

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Best seasonal's menu items

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Starbucks · 8mo ago

the new cups and lids suck

32 upvotes · 8 comments

Starbucks · 1mo ago

No one's really talking about this cup

244 upvotes · 21 comments

Starbucks · 5mo ago

These freaking hot cups are going to make me crash out.

15 upvotes · 17 comments

Starbucks · 15d ago

When the cups and lids are sticking together so I can't...

125 upvotes · 7 comments

Starbucks · 10mo ago

New disposable cold cups?

230 upvotes · 122 comments

Starbucks · 17d ago

Design on cups

177 upvotes · 13 comments

Starbucks · 9mo ago

Only paper cups now?!

62 upvotes · 60 comments

Starbucks · 8mo ago

What's up with this cup?

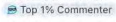
13 upvotes · 13 comments

Starbucks · 8mo ago

some more of the silly stuff ive been putting on cups

123 upvotes · 7 comments

Starbucks · 4mo ago

- **goldenharrie** · 5y ago  
nitro lids are too small to fit on g/v cups, tall dome lids are too big and keep popping off. i literally spend more time trying to get a lid on than making the drink itself :/  
 5   Reply  Award  Share ...
- **burntbean7** · 5y ago  
I cant put stopper on my hot lids today :(  
 4   Reply  Award  Share ...
- **FfierceLaw** · 5y ago  
 Top 1% Commenter  
We should all point this out in our next partner pulse survey  
 4   Reply  Award  Share ...
- **TheFriendlyFeminist** · 5y ago  
Oh yea the best is when the cold cups just decide to crack up the side as soon as you fill it  
 2   Reply  Award  Share ...

What Is Up With These Garbage Lids!?!  
31 upvotes · 12 comments

 r/[REDACTED] · 10mo ago  
These cups are a crime against coffee  
309 upvotes · 88 comments

 r/[REDACTED] · 3mo ago  
Look at what my coworker bestie did for cups today!  
212 upvotes · 9 comments

 r/[REDACTED] · 5mo ago  
Writing on cups is actually gross.  
360 upvotes · 215 comments

 r/[REDACTED] · 9mo ago  
Writing on the cups has to go away!  
150 upvotes · 20 comments

 r/[REDACTED] · 10mo ago  
Are you guys actually writing on all the cups??  
20 upvotes · 62 comments

 r/[REDACTED] · 1mo ago  
What is written on my cup?  
300 upvotes · 94 comments

 r/[REDACTED] · 22d ago  
No cup sleeves anymore?  
261 upvotes · 144 comments

 r/[REDACTED] · 7mo ago  
We all know what this cup looks and feels like.  
87 upvotes · 33 comments

 r/[REDACTED] · 2mo ago  
Cups on cups on cups.  
98 upvotes · 11 comments

 r/[REDACTED] · 4mo ago  
Has anyone been fired for not writing on cups?  
105 upvotes · 79 comments

 r/[REDACTED] · 3mo ago  
Just Stop Making Us Write on Cups  
689 upvotes · 95 comments

 r/[REDACTED] · 5mo ago  
Writing on cups triggering customers?  
271 upvotes · 41 comments

 r/[REDACTED] · 5mo ago  
Back before writing on the cups was mandatory..  
379 upvotes · 18 comments

r/[REDACTED]s

The cyber third place for [REDACTED]s friends, fans, and families alike! Please sit back, get yourself a beverage, and enjoy your stay....

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## **ATTACHMENT 18**





## **ATTACHMENT 19**

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https://getfireshot.com

## **ATTACHMENT 20**



Captured by FireShot Pro: 10 December 2025, 12:48:24  
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## **ATTACHMENT 21**

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https://getfireshot.com

## **ATTACHMENT 22**



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https://getfireshot.com

## **ATTACHMENT 23**

Larry Weiland

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Rob Brown's Post

Rob Brown

December 10, 2019 · 🌐

[REDACTED] just overfilled a tea and didn't secure the lid and the "extremely hot beverage" poured all over Brianna's chest causing severe pain. BE CAREFUL OUT THERE... this lid issue has been recurring.





🤔🙄👍 18

Like

Share

All comments

36 comments

Contacts

Meta AI

Mostafa Kazemi

Kurosh Asgari

Group chats

Create group chat

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<https://getfireshot.com>







## **ATTACHMENT 24**

(20+) Am I the only one who ABSOLUTELY HATES this... - Melissa Catan-Paz | Facebook  
<https://www.facebook.com/mcatan1/posts/pfbid02YAZTHSheFeeRcHpDnVzG1HPKLDbpV...>



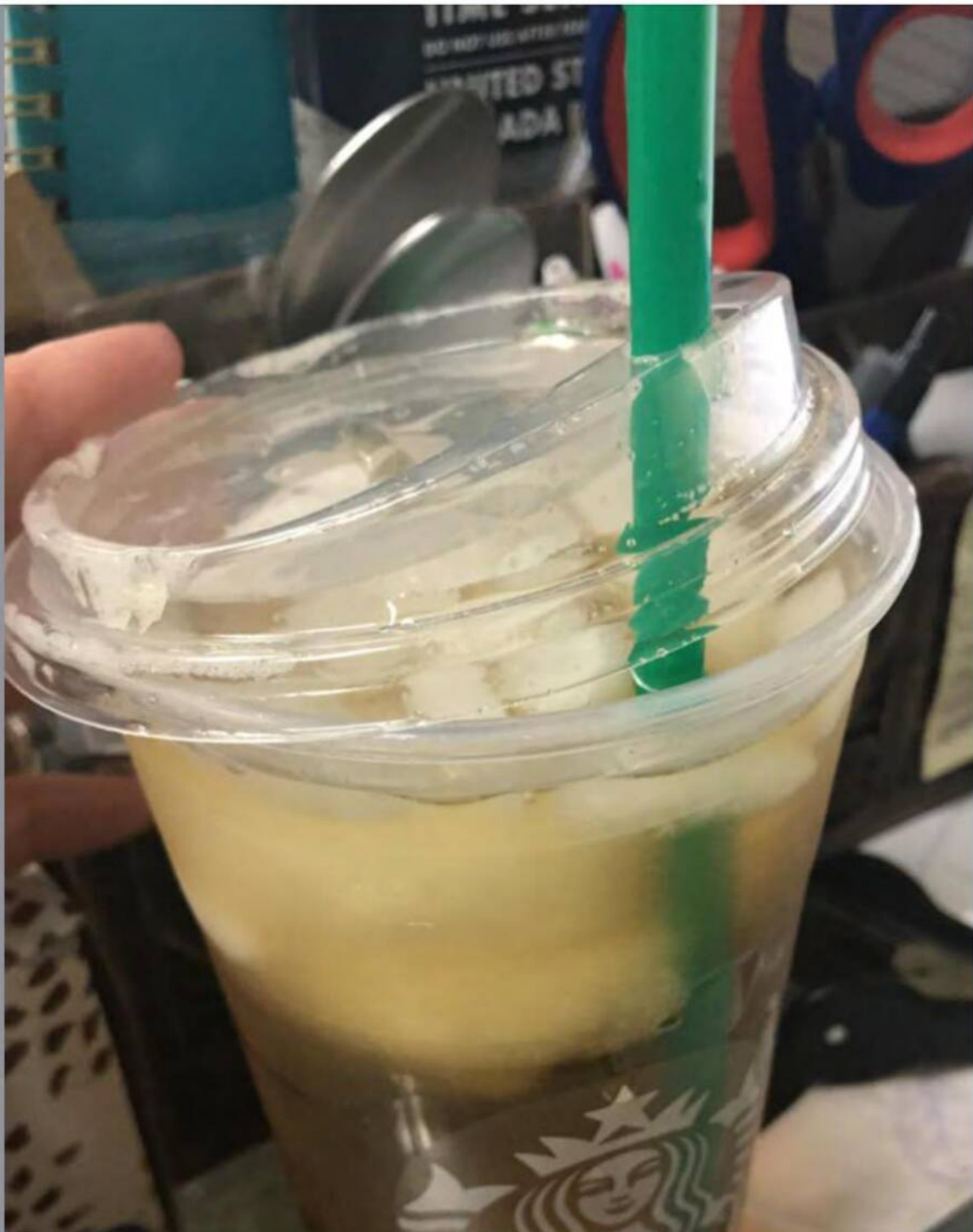
**Melissa Catan-Paz**

October 25, 2019 · 🌐

...

Am I the only one who ABSOLUTELY HATES this new [REDACTED] lid?

It NEVER stays on. I've spill more drinks in the past few months than I ever have in all the years combined using the "straw" lid. They pop off so easily! 😞😞





5

27 comments

Like

Comment

Share

All comments ▼



Samantha Moyers

100 100 100 100 100 100

6y Like Reply 🤔



Sunny Brady

Yep I dropped an entire one all over my car and another one on a separate occasion all over my shirt. Terrible!

6y Like Reply 😡



Amie Pederson

It's only on the venti cups the grande fit great

6y Like Reply 👍



Melissa Catan-Paz

Amie Pederson whats a Grande 🤣🤣🤣🤣  
Venti ALL DAY!

6y Like Reply 😂



Phil Brandon

Melissa Catan-Paz Trenta even bigger. Cold drinks only.

6y Like Reply



Melissa Catan-Paz

Phil Brandon yes ❤️❤️

6y Like Reply



Write a reply...





(20+) Am I the only one who ABSOLUTELY HATES this... - Melissa Catan-Paz | Facebook  
<https://www.facebook.com/mcatan1/posts/pfbid02YAZTHSheFeeRcHpDnVzG1HPKLDbpV...>



**Susie Rae**

Well that sucks! Sorry

6y Like Reply



**Summer Madriaga**

Omg I like em but yes pop off way too easy and clearly it's not cutting back the straw usage lol

6y Like Reply 😂



**Andrea MW** replied · 1 Reply



**Moon Sailor**

I don't have a problem with me trenta cups either... but I can imagine how nerve wracking that is

6y Like Reply



**Katrina Griebing**

I've never had a problem, and I've tried all sizes. I actually like them better than straw lids.

6y Like Reply 😮



**Jandee Michelson**

Yes!! I always tell them I don't want the adult sippy cup! They will give you a normal lid if you remember to ask.

6y Like Reply 👍



**Kiki Marie**

I hate it because it's added tons of plastic to the landfill. We gave up straws and thin plastic bags for heavier plastic lids and wayyyy thicker bags.

6y Like Reply 4 👍❤️



**Melissa Catan-Paz**

**Knikki Royster** all TRUE FACTS!

6y Like Reply



**Billie Jo Williams**

I think the thicker bags is a better idea. Look how many times you can reuse them at the store. Wash and dry up nicely so they are not heading to a landfill. The homeless have a stronger bag for holding their possessions, so again, not heading to the landfill. Just my perspective on thicker bags. I don't (rarely, at least) patronize [REDACTED]s so I've got nothing, about lids 😊😊 Happy Friday everyone 🕷️ 🍊



(20+) Am I the only one who ABSOLUTELY HATES this... - Melissa Catan-Paz | Facebook  
<https://www.facebook.com/mcatan1/posts/pfbid02YAZTHSheFeeRcHpDnVzG1HPKLDbpV...>

6y Like Reply Edited

2 



**Kiki Marie**

**Billie Hebert** if only everyone was as environmentally conscious as you 

Happy Halloween!

6y Like Reply

2 



**Nancy Helgeson**

Was going to say the same thing, Knikki. And if only every company didn't purposefully try to push all their competition out, and ruin the small businesses in the neighborhood.

6y Like Reply Edited



Write a reply...



**Amanda Armour**

It's so true!

6y Like Reply



**Liz Walker**

I haven't had any issues with them

6y Like Reply



**Vanessa Sebes**

Yes! Such a pain!!

6y Like Reply 



**Nancy Helgeson**

I hate [REDACTED]s, so I would be a wrong to ask. (But I LOVE good coffee, just not from them.) They shouldn't be using those type of straws anyway. OK... I will get off my soap box now.

6y Like Reply



**Lauren Ashley**

Love the new ones! I don't think you're supposed to be using a straw in it, though...



6y Like Reply



**Moon Sailor**

**Lauren Hicks** I asked and they said it's optional (even though the shape doesn't make sense; but it is to discourage straw usage)

6y Like Reply



(20+) Am I the only one who ABSOLUTELY HATES this... - Melissa Catan-Paz | Facebook  
<https://www.facebook.com/mcatan1/posts/pfbid02YAZTHSheFeeRcHpDnVzG1HPKLDbpV...>



**Melissa Catan-Paz**

**Lauren Hicks** I have to Otherwise I will wear my drink

6y Like Reply



Write a reply...



**Desirae Ellis**

Melissa just buy a cup and take it when you order, ask them to fill it for you. Problem solved AND you're not wasting plastic

6y Like Reply



**Melissa Catan-Paz**

**Desirae Ellis** GREAT IDEA!

6y Like Reply



Write a reply...



## **ATTACHMENT 25**

Page 1

(20+) Tina Cobar - When the [REDACTED] flimsy sippy cup lid falls off mid... | Facebook  
<https://www.facebook.com/tina.cobar/posts/pfbid0Ezg6Pmp5in4nGkyCMZ5PqZHXF3rWT...>

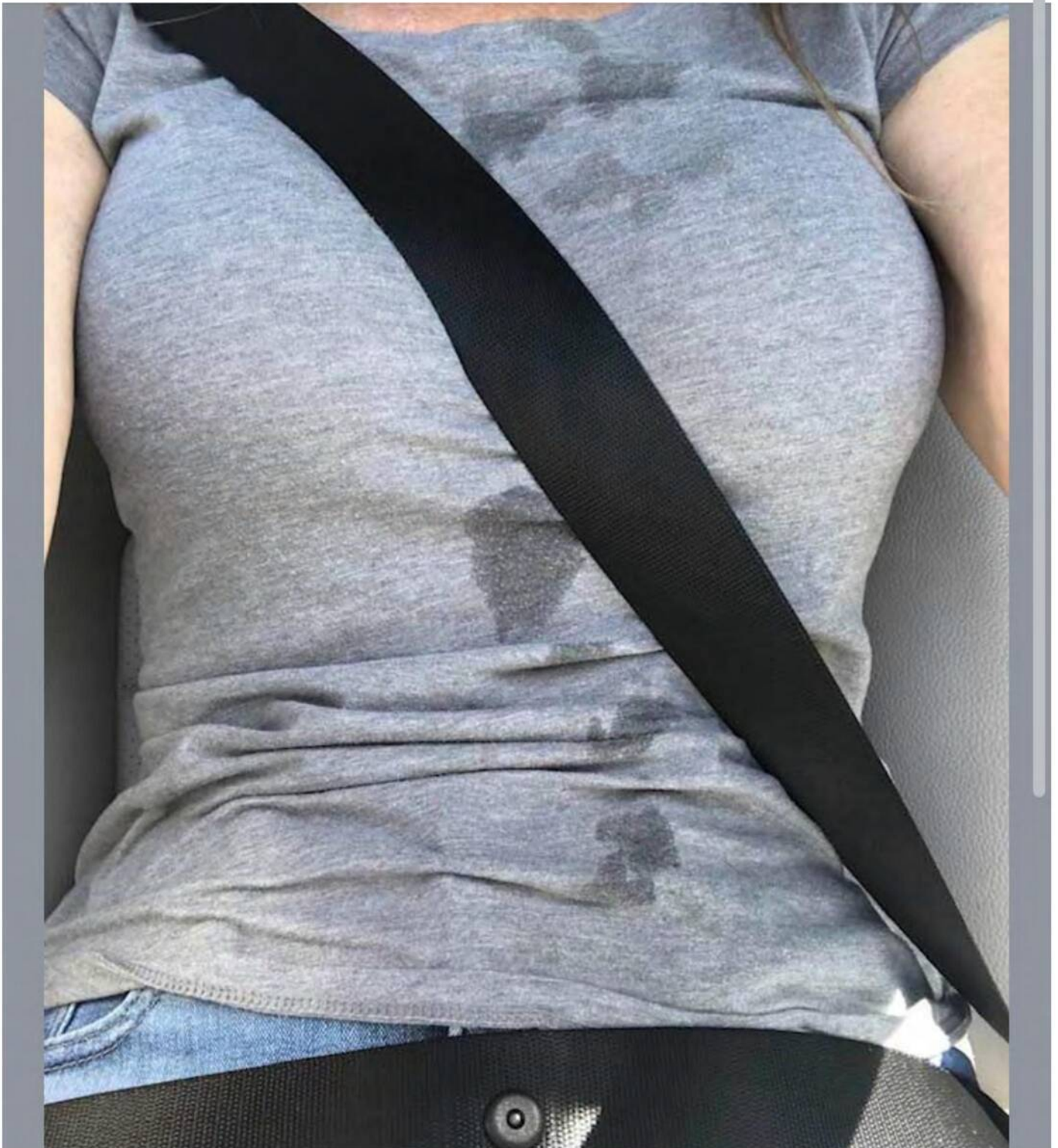


**Tina Cobar**

September 30, 2019 · 🌐

...

When the [REDACTED] flimsy sippy cup lid falls off mid drink 😞





(20+) Tina Cobar - When the [REDACTED] flimsy sippy cup lid falls off mid... | Facebook  
<https://www.facebook.com/tina.cobar/posts/pfbid0Ezg6Pmp5in4nGkyCMZ5PqZHXF3rWT...>



👍😂🤔 5

8 comments

👍 Like

💬 Comment

➦ Share

All comments ▼



Sarah Cobar



6y Like Reply



Tina Cobar

It was all over my face 😂 Aaron laughed his ass off.

6y Like Reply 😂



Sarah Cobar

And I would've to if I were there 😂

6y Like Reply



Tina Cobar

Oh how I know 😂

6y Like Reply



Dawn Galli

It has happened to me! Haha cheap ass cups

6y Like Reply



Tina Cobar

It keeps happening to me but I usually catch it before I take a sip 😂

6y Like Reply



Write a reply...



## **ATTACHMENT 26**



**Marshall Rosario**

September 17, 2019 · 🌐



Gotta love the classic [REDACTED] lid pop! My car got more coffee than I did 😂 Yes, i sipped it out of the cup holder. Dont judge.



👍😂🤔 57

24 comments



Like



Comment



Share

All comments ▼



**Erin Lankheet - Brewer**  
Peeeeeeeeeeep, pop!!!!

6y Like Reply 2 😂



**Stephen Rosario**  
Whoa damn...

6y Like Reply 👍



**Susie Dalrymple**  
Oh man, that's sucks...

6y Like Reply 👍



**Laurie Ann Wilson**  
I hate that

6y Like Reply 👍



**Rob White**  
But did you lick it off the seat?

6y Like Reply 2 😂



Marshall Rosario replied · 1 Reply



**Patrick Patrick**  
Go see Phil davanzo at his detail shop he'll help you out

6y Like Reply 👍



**Michael Dalrymple**  
I hope you have a great day

6y Like Reply 👍



Marshall Rosario replied · 1 Reply



**Chris Rocklin**  
Hater sauce. 🙄

6y Like Reply 👍



**Dan Cruz**  
**Marshall Rosario** hey brother I started a detail business! 😂🙏



6y Like Reply 

 Marshall Rosario replied · 1 Reply

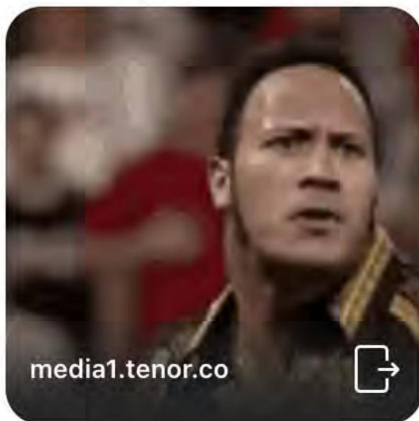


**Kym Ceciliani-Bryant**

Oh man.. that's gonna be stinky for a while if it had any milk in it.. I did that in my trunk a while back. I cleaned it up, but was still pretty ripe in the whole car for a while.. 🤢

6y Like Reply 

 **Marshall Rosario**



6y Like Reply



**Marshall Rosario**

**Kym Ceciliani** hadnt even thought of that but as day 2 creeps up... im beginning to wonder...

6y Like Reply



Reply to Kym Ceciliani-Bryant...



**Jill Smith**

Been there... Sipped the coffee out of the holder too. Reason why I keep them so clean. 😂😂

6y Like Reply



**AJ Rockett**

Uggghhhhhh those LIDS are THE worst!!!

6y Like Reply Edited



(20+) Gotta love the classic [REDACTED] lid pop! My... - Marshall Rosario | Facebook

<https://www.facebook.com/marshall.rosario.73/posts/pfbid02csob4X3m2tYp992rgfAz4Jt...>



Marshall Rosario replied · 3 Replies



Ben Cole

You should have sucked it out of the seat too... 😏

6y Like Reply



Marshall Rosario replied · 1 Reply



Ryann Leila Alamian

Oh mannnnnn

6y Like Reply



## **ATTACHMENT 27**

[Log In](#)

**r/** • 6y ago  
fuckimabaristanow

## Lets talk about the strawless lids

New nitro lids are taking over! Yay! Save the oceans. How are customers at your store taking in and dealing with the new nitro lids?

Out customers fucking hate it and think they're being deprived and that we are taking away a human right. They get very upset and when we explain the environmental meaning behind it they go "I don't really care though"

How's it going on your guys end?

29

26

**cortvicious** • 6y ago

Rough but I don't bother explaining and just hand them their stuff with a smile. They'll get over it.

22

**alter-n8-ive** • 6y ago

The new lids don't fit very well onto the cups and I swear that 90% of our customers take it extremely personally and will ask for a different lid. This is increased by the fact that we are right off a highway and they say that the lids won't stay on while they drive. We usually end up giving them a dome lid, but they are still pissed. I'm like :) sorry, this is the best I can do :) Unless you are hulk strength gripping your cup you should be fine buddy.

12

[deleted] • 6y ago

I have noticed that liquid splashes out of the huge hole in the lid. If someone is driving and they hit a bump, it's probably going to get messy.

3

**Dit-dah** • 6y ago

Yup, the right to life, liberty, freedom from slavery and torture, freedom of thought and expression, and the ability to drink your luxury beverage through a free straw.

9

**atalvis5** • 6y ago

Well most people wait til they get to the window and get their drinks and then ask for nitro lids when we already put regular lid on. Do they not get that either way they are still wasting the same amount of plastic. It isn't about saving the environment to them it's about have a grown up sippy cup. 🤔

13

**swampmerma1d** • 6y ago

when introduced last years, many people took it as a personal offense. some men said it was like we were making fun of their status (????), some little girls acted all offended because "it doesnt look like a real cup". idk these people

10

**olive\_olive\_olive** • 6y ago

wait, how do fraps work with out straws?

5

**momjeanmom** • 6y ago

at least in my store, we haven't stopped using the normal lids on fraps, but i've noticed on the iced caramel macchiatos & the cloud versions that we use nitro lids. :)

7

**barista9544** • 6y ago

My store introduced them a while ago at this point because my city passed an ordinance banning plastic straws and our paper straws don't fit in the regular flat lids, and, at this point ,things have pretty much calmed down. In the beginning, we had a lot of complaints about the paper straws and people would be smart a\*\*es, saying that we aren't doing anything to actually save the environment with the nitro lids and paper straws because the nitro lids have way more plastic than the flat lids, so I would have to educate them about the plastic straws being so small that they can't be recycled and they get in sea turtles noses, etc. (I am glad

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Unique  drink combinations to try

Looking to spice up your  order? Redditors have shared some unique and delicious drink combinations that are worth trying. Here are some of the most popular and interesting custom drinks:

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• 4y ago

### Strawless Lids Are Pointless

253 upvotes · 92 comments

• 4y ago

### Society once customers stop jamming straws in strawless lids

283 upvotes · 61 comments

• 5y ago

### Reusable cups with strawless sip lids?

24 upvotes · 32 comments

• 5y ago

### Does anyone else hate the new (cold) strawless lids?

17 upvotes · 29 comments

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<https://getfireshot.com>



though that the lids have gotten thinner) Now, the main complaint is that the hole is pretty big and people are concerned about spills in their cars. We also aren't allowed to carry stoppers, so we get the same complaint about hot drinks, but we just offer to give people a second lid to put the other way, which I would say about 1/3 of customers take. Overall, things are going well now I would say.

↑ 5 ↓

[deleted] · 6y ago

I love the concept of them, but I've had one pop right off a drink and two leave me with coffee spilled down my shirt. Hoping they can tweak them to work better soon.

↑ 4 ↓

**fuckimabaristanow** OP · 6y ago

Did you get the new ones yet? They just came out like maybe 5 days ago.

↑ 2 ↓

[deleted] · 6y ago

I did. All of the incidents were with the news ones :(

↑ 2 ↓

**agutema** · 6y ago

Are you talking about the "strawless" lids that do tall, g/v, and Trenta with the small hole or the nitro nitro with the big hole? We've had all size strawless lids in my district since about March since we are in a straw-free city and people seem to like the smaller, actually sippable holes in those. I still get people telling me that it's ridiculous almost everyday, but for the most part there is much love for the change.

↑ 3 ↓

**trashbaguser** · 6y ago

people are hella annoying about it. and idk if this is anywhere else but at least in my district we aren't supposed to give out straws or silverware anymore so people have to ask. and people have gotten EXTREMELY upset when we don't give them a straw to start with. like just ASK, USE YOUR WORDS. it's not that deep!!!!

like yes i get it, you probably NEED a straw to drink your frappuccino but instead of crying, just ask for a straw or even better, BUY A REUSABLE ONE HOWBOWDAH!!!

↑ 4 ↓

[deleted] · 6y ago

I'm surprised this hasn't caught on. My (elderly) mother has been using a personal straw for years. Not just for s, but everywhere. She used to be a twice-a-day Diet Coke drinker and would get so frustrated when she went to the drive through, picked up her DC, and then got a mile down the road before realizing the straw was split.

So maybe if s can't convince customers with the environmental argument, maybe they can sell the "upgraded drinking experience" of a personal straw. Not that it's s' responsibility alone, but they could probably go a long way toward making it cool to carry your own straw.

↑ 2 ↓

[deleted] · 6y ago

On the official letter about the transition I read, it says we actually are supposed to give straws with all blended drinks. With the new strawless lids.

It's hidden in an answer to a question that's on like the second page and no one knew it until I looked it up on the Partner Hub, so I'm not sure if it's by district or what, but it's *definitely* an indication we were not prepped well for this transition and it's not making explaining to customers what's going on any easier. 😞

↑ 2 ↓

**labtech67** · 6y ago

As a customer I actually like them. The first test lids that I tried last year didn't go so well, lid popped off in my car and spilled most of my drink. But the lids I have had this summer seem to be better, although I am still careful with them.

I don't miss the straws that much and it seems to make me drink slower... which is a good thing!

↑ 2 ↓

**schneeweissen1812** · 6y ago

Had a guy complaining just to complain, claiming "It's not actually that big a problem!"

I told him about the [Great Pacific Garbage Patch](#). He said, sarcastically, "Yeah, THAT'S a real thing! It's just something the Democrats say!" I dropped it, but when he got his drink, he conceded, "If that IS a thing, it's NOT THE U.S. doing it! It's all those other countries, like China!"

Which, like, other Pacific Rim countries absolutely do contribute, but the way he said it was like America had absolutely nothing to do with it. It was just a funny, overkill way of responding to coffee lids to me.

r/ · 2y ago

We're using a strawless lid now pls stop asking for straws

52 comments

r/ · 7mo ago

Your lids suck

99 upvotes · 38 comments

r/ · 1mo ago

Paper lids are horrible



78 upvotes · 9 comments

r/ · 3mo ago

What's up with the lids

46 upvotes · 27 comments

r/ · 8mo ago

the new cups and lids suck

32 upvotes · 8 comments

r/ · 4mo ago

What is Up With These Garbage Lids?!

31 upvotes · 12 comments

r/ · 14d ago

Using extra ice to make another frap (the straw that broke the camel's back)

362 upvotes · 65 comments

r/ · 9mo ago

Help me pick out a latte

3 upvotes · 12 comments

r/ · 16d ago

When the cups and lids are sticking together so I can't...



125 upvotes · 7 comments

r/ · 20d ago

Finally, someone who gets it!

130 upvotes · 105 comments

r/ · 7mo ago

At what point do you admit you just don't like coffee lol



94 upvotes · 21 comments

r/ · 28d ago

What in the diabetic shock is even this?



135 upvotes · 75 comments

r/ · 3mo ago

S. JUST MAKE A LID THAT FITS.

127 upvotes · 17 comments

↑ 2 ↓

 **TheLawMom** · 6y ago  
Those customers are morons

↑ 5 ↓

 **JHOOOOBI** · 6y ago  
Now if only they will start making them reusable because I'll INVEST.

↑ 1 ↓

 **beanTHEbarista** · 6y ago  
They demand a new lid and a straw and also give a bad complaint ... we stopped even trying to use them bc all of the complaints

↑ 1 ↓

 **Arianasagapo** · 6y ago  
I see customers putting straws in the nitro lids and I'm just like ????  
WHAT is the point??? That defeats the purpose of the nitro lid 🤔

↑ 1 ↓

 **Sufferingsoup** · 6y ago  
I get so many people that ask for straws with the drinks that come with nitro lids and it kills my soul every time I have to give them one and watch them stick it through the sip hole 🤔 Like girl u really can't drink like a normal adult out the fucking lid? Like at least bring ur own reusable straw if it's really that hard, you live in a rich suburb I know you ain't too broke for a \$5 straw 🤔

↑ 2 ↓

 **kvmonster** · 6y ago  
I know a lot of people have issues with the new lids because they're not secure and spill when you try to drink out of them, so they end up getting a straw anyways.

↑ 1 ↓

 **[deleted]** · 6y ago  
I haven't really dealt with many complainers. Most people just look at it funny or don't notice at all. About a third of people put a straw in the hole anyway.

↑ 1 ↓

 **Silvawuff** · 6y ago  
My experience with them is one of the following: 1. Customer quietly takes it and nothing more is said. 2. Customer asks me to replace their lid with a nitro lid. 3. Customer places straw in nitro lid, usually after they've asked for the lid swap. We also have the catty "i bRoUgHt mY oWn sTrAw" crowd, but that's another conversation.

↑ 1 ↓

 [REDACTED] · 9d ago

Do employees hate this?

35 upvotes · 42 comments

 [REDACTED] · 8mo ago

some more of the silly stuff ive been putting on cups



123 upvotes · 7 comments

 [REDACTED] · 2mo ago

will this taste good?



29 upvotes · 23 comments

 [REDACTED] · 7mo ago

I save my food mark outs for this!



68 upvotes · 20 comments

 [REDACTED] · 16d ago

Why is this even an option



61 upvotes · 6 comments

 [REDACTED] · 4mo ago

Hot take

57 upvotes · 9 comments

 [REDACTED] · 4mo ago

Hot take

49 upvotes · 9 comments

 [REDACTED] · 3mo ago

choosing drinks

55 upvotes · 41 comments

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## **ATTACHMENT 28**



Captured by FireShot Pro: 10 December 2025, 13:21:45  
https://getfireshot.com



## **ATTACHMENT 29**

Captured by FireShot Pro: 10 December 2025, 13:42:42  
https://getfireshot.com

## **ATTACHMENT 30**

reddit

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← r/[REDACTED] · 7y ago  
lonelytwinklegri

## Lid issues?

Is anyone else having more issues with their lids, specifically grande/venti dome ones, lately? Ever since we got and have started using the summer sleeves of cups we have to go through maybe 5 or 6 lids trying to get one one to go on and it's a massive pain when we have a line going out the door. Especially since we're on a college campus and its finals week and everyone gets frappuccinos and our rushes are now coming out of nowhere and lasting for like a solid hour or 2. We tried switching sleeves and boxes but no luck so far.

71 · 29

firefox · Promoted

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firefox.com

xratxoxmethx · 7y ago

YES ITS RIDICULOUS!

26

lonelytwinklegri OP · 7y ago

EXACTLY! and it's not even every lid it's like every other one.....its just urg. My store in general has been having lid problems the dome ones are just more annoying right now. We keep joking that the quality control guy got tired of being like "yup that's a lid. And that's a lid..." and has given up cuz we keep getting messed up one or little half ones or wrongly punched ones

16

xratxoxmethx · 7y ago

How have your straws been?

1

lonelytwinklegri OP · 7y ago

Nothing other than that we dont have venti ones. We ran out and haven't gotten them in our order yet

3

OtherAcctTrackedNSA · 7y ago

Our lid issues have subsided, with the exception of a tall flat lid, or trenta lid having its edges crumple instead of wrap around the cup here and there.

On that note, did anyone have issues with grande cold cups collapsing at the bottom inch of the cup whenever you're trying to put a lid on an iced espresso bev? Happened with 2 separate batches about a month and 3 months ago. I had to start double cupping any grande iced espresso beverage that had shots pulled into the bottom (so iced CM was excluded)

10

lonelytwinklegri OP · 7y ago

We're kinda having that now....our cups feel thinner and if a lid is messing up or not going on and you grab it wrong the cup will break easier than typical

4

[deleted] · 7y ago

Trenta lids and tall hot too! Kill me

8

lonelytwinklegri OP · 7y ago

Definitely trentas. I guess we dont sell enough tall for us to notice them being messed up

5

[deleted] · 7y ago

### Related Answers

Unique [REDACTED] drink combinations to try

Looking to spice up your [REDACTED] order? Redditors have shared some unique and delicious drink combinations that are worth trying. Here are some of the most popular and interesting custom drinks:

#### Coffee Combinations

- Brown Sugar Oatmilk Shaken

See Answer

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Starbucks r/[REDACTED] · 1mo ago

Paper lids are horrible

78 upvotes · 9 comments

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Your lids suck

99 upvotes · 38 comments

Starbucks r/[REDACTED] · 16d ago

How can this be correct?

190 upvotes · 39 comments

Starbucks r/[REDACTED] · 3mo ago

What's up with the lids

46 upvotes · 27 comments

Captured by FireShot Pro: 11 December 2025, 12:45:54 PM  
https://getfireshot.com



They are like sticking together just to get one lid I have to like go thru the whole sleeve lol



lonelytwinklegrl OP • 7y ago

Yes!!



mooseman923 • 7y ago

I can never ever get the fucking trenta lids to work. I normally either have to try at least 2 or it takes me forever to get it to go on.



sdrawrof0323 • 7y ago

I've had issues with the cups collapsing when I put the lids on recently



koalabuddy • 7y ago

for some reason its always the nitro lids that do this to me



[deleted] • 7y ago

Lids have been not fitting, half the sleeve is busted and faulty, cups collapse when putting lids on, heat from espresso causes plastic cups to split, hot cups have warped rims, lids are so stuck together you can't get them apart and have to throw them away, straws are warped and half the pack is not wrapped properly. It's so annoying.



judac\_ • 7y ago

I found if they get wet or ice or milk gets on them they are impossible.



[deleted] • 7y ago

YES AND ITS DRIVING ME INSANE



puttybutty • 7y ago

All of my dome lids look like someone took a blow torch and just burned holes through them. Like the person making it was like, "I heard you like holes in your lid. So I put a hole in your hole and another one next to that."



lonelytwinklegrl OP • 7y ago

Our hot cup lids are like that



[deleted] • 7y ago

Omfg yes. Trenta and tall dome for us



SeanTheeAwesome • 7y ago

Tall. Dome. Lids.



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"My 11-year-old loves it! She frequently asked for 'above pay grade' chores for extra money." — Greenlight parent

[greenlight.com](https://www.greenlight.com)



starBux\_Barista • 7y ago



[REDACTED] • 4mo ago

What is Up With These Garbage Lids!?!

31 upvotes • 12 comments



[REDACTED] • 16d ago

It just keeps getting worse

15 upvotes • 3 comments



[REDACTED] • 16d ago

When the cups and lids are sticking together so I can't...



125 upvotes • 7 comments



[REDACTED] • 5mo ago

\*deep sigh\* again



55 upvotes • 34 comments



[REDACTED] • 23d ago

Is my order a pain?



41 upvotes • 82 comments



[REDACTED] • 1mo ago

This is a first for me



36 upvotes • 15 comments



[REDACTED] • 10d ago

I QUIT

146 upvotes • 44 comments



[REDACTED] • 2mo ago

literally at my wits end

31 upvotes • 14 comments



[REDACTED] • 5d ago

Help

6 upvotes • 13 comments



[REDACTED] • 9d ago

Do employees hate this?

35 upvotes • 42 comments



[REDACTED] • 6mo ago

\*deep sigh\*



37 upvotes • 9 comments



[REDACTED] • 7d ago

Cried at work today.....



424 upvotes • 7 comments



[REDACTED] • 3mo ago

Welp.



The nitro lids are the worst

↑ 1 ↓

 **daniial** · 7y ago  
YES DEFINITELY

↑ 1 ↓

 **ryan2198** · 7y ago  
I don't know why- but dome kids on iced mochas are a pain and I never seem to be able to get them on- but they are fine on the frapps.... the flat lids have been every other one is a set that's stuck together....

↑ 1 ↓

 **dmher** · 7y ago  
Have an extra cup to place the other cup with the drink inside then attach the lid

↑ 1 ↓

 **monkeyman80** · 7y ago  
sometimes you just have a bad batch that aren't formed well. i know you said you've switched sleeves/boxes, but its likely just a run of bad lids.

i feel your pain, i've had frap's explode in my face trying to secure bad lids.

↑ 1 ↓

 **Redacted\_Cookie** · 7y ago  
Holy shit I tried to put a dome lid on a frappe and the side caved in and exploded on to me

↑ 1 ↓

 **purplehuh** · 7y ago  
MY TRENTA LIDS NEVER GO ON

↑ 1 ↓

 **watszittooyah** · 7y ago  
We have more of an issue of every few iced tall cups or so, they show up completely blank.

↑ 1 ↓

 **raptorraptor** · 7y ago  
Trenta and grande/venti flat have been giving me issues. Trentas aren't big enough and the flat lids come like.. molded together? So I have to dig through a bunch to find one that isn't a double

↑ 1 ↓

73 upvotes · 36 comments

 **[REDACTED]** · 15d ago  
Has anyone been affected by this yet?



59 upvotes · 15 comments

 **[REDACTED]** · 3mo ago  
Well this sucks.

748 upvotes · 99 comments

 **[REDACTED]** · 3mo ago  
Customer wanted it extra wet, did i do it right?



276 upvotes · 6 comments

 **[REDACTED]** · 1mo ago  
\*sigh\*



330 upvotes · 14 comments

 **[REDACTED]** · 1mo ago  
What do I even do about this

78 upvotes · 24 comments

 **[REDACTED]** · 4mo ago  
:) welp



84 upvotes · 19 comments

 **[REDACTED]** · 8mo ago  
Welp



164 upvotes · 11 comments

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## **ATTACHMENT 31**

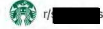
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- Help
- Blog
- Careers

7y ago  
mrcustard5359

## Crapy lids and Cups

Long time lurker, first time poster. This morning I go to my favorite [redacted] and get a Grande Americano, drive out of the lot and with the first sip the lid comes off, and extremely hot coffee is all over me and my car. When is [redacted] going to get better lids and cups, this has been an issue for YEARS either the cup leaks or the lids pop off leaving a huge mess. I realize the answer is probably bring your own damn cup ... but that's not always ideal.

6 22 Share

Share your thoughts

Sort by: Best

aravisthequeen · 7y ago

Please, PLEASE contact corporate and complain. I'm serious. Not only can we not help you at all other than sympathizing (spilled so many drinks with shit lids), corporate absolutely does not listen to us the way they listen to customers. Please reach out to corporate and explain. That is how things will change.

23 Reply Award Share

elodieme1 · 7y ago

This. I've had hot drinks fall on my leg because the lids don't fit well

3 Reply Award Share

mrcustard5359 OP · 7y ago

I am going to complain to corporate, I also complained to the store I went to, and they offered me a free cup of coffee which was nice, however I don't want that - I want better cups!! I need to be able to grab a cup knowing that the likelihood that it will spill or drip on me is slim.

3 Reply Award Share

reeddrreed · 7y ago

I'm glad they gave you another coffee! Yeah, unfortunately the only thing we can do at a store-level is offer a replacement cup. Nothing we can do about it :(

5 Reply Award Share

claustrofucked · 7y ago

The store you went to can't do anything either. All of that is 100% corporate.

4 Reply Award Share

aravisthequeen · 7y ago

The store is in exactly the same boat. They can't exactly change cups on their own. Tell corporate.

4 Reply Award Share

[deleted] · 7y ago

Four years ago, [redacted] cut costs and switched from Solo to Pactiv, and the difference in quality is noticeable. We've had to throw out entire sleeves at a time because their products are either misshapen or not structurally integral, and it only looks like it'll change when they figure out how to make a biodegradable coating that's also recyclable.

14 Reply Award Share

mrcustard5359 OP · 7y ago

Ok so then it's worse than I thought. I'm actually thinking that I will stop going to [redacted] so much at this point, this has happened to me way to many times. Thanks for the comment!

1 Reply Award Share

[deleted] · 7y ago

sarafitzz · 7y ago

If you ask for it double cupped it might help !

1 Reply Award Share

[deleted] · 7y ago

In my experience dealing with double cupping cups especially with g/v hot lids I've spilled like 3 drinks in the last few shifts and it's weird because to me it only happens after I double cup it.

1 Reply Award Share

mrcustard5359 OP · 7y ago

That's a good idea for when the cup is dripping, not so much when the lid pops off ... thanks though!

1 Reply Award Share

brooke-b · 7y ago

I've found that sometimes if the cup gets squeezed a certain way (even if you aren't squeezing it, some of the cups are weak bc they're cheap) the lid will pop off. A customer in drive thru had an attitude one day and grabbed his 200° hot coffee aggressively from me and when he angrily grabbed it the cup busted all over my hand and burned me. double cupping it could help prevent that bc the cup will be stronger and the lid should stay secure

4 Reply Award Share

6 more replies

[deleted] · 7y ago

Wait... do other locations not double cup Americanos by default? We always do because of the temperature of the water.

4 Reply Award Share

noyoureatowel · 7y ago

Double-cupping is per standards, yes.

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7y ago

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9mo ago

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3mo ago

What's up with the lids

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Dear [redacted]s/Writing on Cups

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4mo ago

What Is Up With These Garbage Lids?!

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10mo ago

These cups are a crime against coffee



0 0 Reply Award Share ...

309 upvotes · 88 comments



177 upvotes · 13 comments



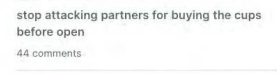
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## **ATTACHMENT 32**

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r/ Starbucks · 7y ago  
daydoodiz

## Lids that just won't go on!



813 58 Share

Share your thoughts

Sort by: Best



StevenMcStevens · 7y ago

Not so long ago, literally the first thing I did upon starting an 8-hour shift was attempt to finish and hand off an iced mocha. Lid wouldn't go on, it slid off the counter and exploded on the floor between my legs so it looked like I had shit my pants.

149 Reply Award Share



daydoodiz OP · 7y ago

Oh god! That's the worst! :(

31 Reply Award Share



Jones3787 · 7y ago

Nooooo

9 Reply Award Share



baristamathematician · 7y ago

New to reddit, how do y'all get the barista/supervisor next to your name?

5 Reply Award Share

2 more replies

2 more replies



floralsandfightclubs · 7y ago

This hurt my soul. It's happened so much more recently.

43 Reply Award Share



nateshanky · 7y ago

i thought I was going crazy. Lol my supervisors all tease me for spilling so many drinks like this. Tbh in the last month alone I've done it 3 times. SMH

10 Reply Award Share

1 more reply



[deleted] · 7y ago

Happened to me with a salted cream nitro it went all over my arm and apron :(

42 Reply Award Share

1 more reply



epythumia · 7y ago

Just to think that 2-3 years ago those plastics were so damn sturdy and used to click. I struggle to find a hole that's centered nowadays. What a joke these materials are.

37 Reply Award Share



branpurn · 7y ago

Next they'll probably start using plastic as thin as saran wrap

16 Reply Award Share



epythumia · 7y ago

Some of them are getting there. The g/v flat lids especially wow the edges feel so cheap. It's interesting customers/buzzfeed hasn't caught on yet. The prices on all of the items keep increasing yet the quality keeps moving the other way.

15 Reply Award Share

1 more reply

1 more reply

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r/ Starbucks · 15d ago

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r/ Starbucks · 1mo ago

Y'all are sleeping on the mug



77 upvotes · 15 comments

r/ Starbucks · 18d ago

Restocked!



31 upvotes · 5 comments

r/ Frugal · 10y ago

Any ideas of uses for disposable coffee cup lids?

66 upvotes · 20 comments







lukavwolf · 7y ago

Hahaha the Siren.

5 0 Reply Award Share ...



big\_brothers101 · 7y ago

our supplier has been really shit lately. I've been getting off molded iced flat lids lately. Almost every sleeve has them, sometimes it's a few, sometimes it's every 4-5. The QA for us is going to shit.

6 months ago it was dome lids that were too big, and had multiple customers try and grab it by the lid, to have the drink go flying, usually onto them. and it wasn't like I could search for a fitting lid, as they all were like this.

but keep it Northstar, you color brave fucks.

5 0 Reply Award Share ...



StormTheParade · 7y ago

If the lid won't go on, and you're really trying not to Hulk smash the cup, double-cup it, then try to lid it! The second cup usually helps support the one that's being stupid, and you get the damn lid on.

It's saved me and my baristas SOO much!

3 0 Reply Award Share ...



sandycandy06 · 7y ago

Me everyday 🤔

2 0 Reply Award Share ...



KnightOrDay38 · 7y ago

Happened to me when I did a Pumpkin Spice Frappuccino last year.

2 0 Reply Award Share ...



RockPrincess01 · 7y ago

Did this to a venti triple mocha frappuccino two days ago. #justendmenow

2 0 Reply Award Share ...



\_HispanicAtTheDisco- · 7y ago

I always feel like such an idiot when it takes me five minutes to put on the damn domes

2 0 Reply Award Share ...



[deleted] · 7y ago

always happens when wearing a white shirt too :/

2 0 Reply Award Share ...



mangosticker · 7y ago

I always tell people I will quit one day because of those damn lids

2 0 Reply Award Share ...



[deleted] · 7y ago

MY FUCKING LIFE oooohh boyyyyy

2 0 Reply Award Share ...



Silvawuff · 7y ago

I've had a capped frap fall off the table, land right-side-up on the floor, and the recoil from the impact sent the drink shooting through the straw hole like a mini rocket engine straight into the ceiling.

2 0 Reply Award Share ...

1 more reply

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## **ATTACHMENT 33**

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<https://www.facebook.com/melissa.moran.14224/posts/pfbid0PHxrQvvs3gbAk4bRpBtYY...>



**Melissa Moran**

March 9, 2017 · 🌐



[REDACTED] s coffee lid- YOU HAD ONE JOB!!!!!! 🤔



👍 🤔 🤔 41

12 comments

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**Tina Theodorides**

That's one reason I don't go to [REDACTED] s

8y Like Reply Edited 👍



**Rosie Maria Cafarelli**

In our house we call it "LID GATE" because there is a total conspiracy of cheap ill fitted lids out there these days. [REDACTED] was the first to change to crappy lids. 🙄



8y Like Reply



**Rebecca Jason Couture**

This is so me. Just dropped yogurt all over myself! I can so relate haha

8y Like Reply



**Linda Stolzenberg Behrens**

Hopefully you didn't get burned

8y Like Reply

Melissa Moran replied · 1 Reply



**Tina Theodorides**

I myself make and sell jewelry yes it is a nice necklace

8y Like Reply



**Christie Farias**

I love that necklace

8y Like Reply

Melissa Moran replied · 1 Reply



**Liz Lampe Wisor**

Make sure the lid opening isn't on the cup seam. Coffee seems to leak out there.

8y Like Reply

Melissa Moran replied · 1 Reply



**Mike James**

Have you decided how you will spend the multimillion dollar settlement yet?

8y Like Reply



## **ATTACHMENT 34**



Dear [REDACTED], Every coffee that I have ever purchased from you has this exact same lid/cup malfunction. It leaks right where the cup crease is located. This faulty...



Home Live

## **ATTACHMENT 35**

Captured by FireShot Pro: 10 December 2025, 14:13:33  
https://getfireshot.com



## **ATTACHMENT 36**



Irving Perez

July 10, 2015 · 🌐



[REDACTED]'s nightmare wrong lid.....all Coffee over my seats!!!!



👍 18

15 comments

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Most relevant ▼



Adriana Carolina Perez Guilarte  
Uppssss

10y



Heidi Borges



10y



Heidi Borges replied · 1 Reply



Aldo Javier Barbero  
Sue them..

10y



Jose Perez  
Poor baby did you lick it off the seat at 4.00 dollars a cup

10y



Irving Perez  
I should have !!!!

10y



Irving Perez  
Correction \$4.93 with tax

10y



Jose Perez  
Lol

10y



Luis Daniel LD  
Call Jackie Chilles and sue them for such nefastus malfunction

10y Edited



Maria Waleska Gonzalez-Bastidas replied · 1 Reply



Ana Baez



10y

(20+) Irving Perez - [REDACTED] nightmare wrong lid.....all Coffee over... | Facebook  
<https://www.facebook.com/irving.perez.902/posts/pfbid02XLwmpKH1Kj2gg5GT18JfffL1...>



Ana Baez



10y



Thais Chirinos

Aaaaaaaaaarrrrrgh

10y See translation