

FAQ SELLER

1. What exactly is this app for?

App GOOD FOOD is for people who wish to cook and sell food from home and want to earn from their own home.

You can register as Seller and start earning by selling your foods in our App.

Buyers are anyone who can buy your food.

2. Can you support me from the beginning to get started?

Yes, we will help you throughout the process once you register with us.

3. Are there any hidden charges in app?

No, you can register for free and start your business conveniently from your home.

4. What are the requirements if I wish to become a seller?

As a seller, you must have FSSAI registration certificate to sell your food. If you don't have it, we will help you to get it.

5. How can I get FSSAI registration certificate?

You can contact us, we will guide to get the certificate from Government. Alternatively, you can also apply and get the license at your own.

6. Why I need FSSAI registration certificate?

This is a certification provided by the Indian Government to ensure the food is safe, healthy and with legal benefits.

7. What are the documents required to get FSSAI registration certificate?

- Your Passport size Photo
- Any one ID Proof (Ration Card, Aadhaar Card, Pan Card, Voter ID, Driving License, Passport) – Any one proof

8. How long will it take to get the FSSAI License?

We will help you get the License by 10 to 15 days.

9. How would I get paid through the app?

Once you deliver the food order, it will take a week to credit the amount to your bank account.

10. Is having a Bank Account is mandatory?

Yes, all the earnings will be directly transferred to your bank account.

11. What if I do not have a Bank account?

We will guide you to set up a bank account.

12. When will I be able to sell my food?

Once, all your documents are verified by our team, You can add your food menu at our App and you will be visible immediately through our App GOOD FOOD to customers. That's it, you are all set to take orders and sell your food.

13. How long will it take for approval?

You will be approved within 24 hours if you provided required information and documents.

14. Can I stop taking orders any time?

Yes, you can switch to “offline”, thereby you will not be visible to the buyers and that you won't receive any orders.

15. Can I mention if I can do only breakfast/lunch/snacks/dinner?

Yes, you can choose the opening time and closing time of your kitchen.

16. Can I edit my menu after posting?

Yes, you can edit the menu whenever you want. And switch to “out of stock” if the food is unavailable. Similarly, you can switch to “In stock”.

17. How would I know if someone order foods from my kitchen?

You will get a notification on your mobile with order ID and order details.

18. How I know if the buyer paid the money or not?

You will receive the order only after the buyer pays for the food.

19. Do you provide delivery option?

No, we don't provide delivery option as of now. As a seller, there is an option you can also choose to deliver food and earn extra money from delivery.

The buyers can also come and take away the food from your kitchen.

We are planning to provide delivery option soon.

20. What is the maximum delivery distance?

5kms from your selling location.

21. What is a takeaway?

If the seller is unable to deliver the food to the buyer, the buyer must bring the food himself.

22. Is there any option to switch between delivery method i.e. delivery and takeaway?

Yes, you can choose what is convenient for you.

23. Is there any option in Appgoodfood so that I can control the delivery distance option?

Yes, you can specify up to kilometers where you are ready to take orders and deliver food.

24. Can I contact the buyer to pick-up their orders?

Yes, calling option is provided within the app.

25. Will my contact number be visible to customers?

No, we are always concerned with our customers personal details. Use of call option through the app will not reveal your number to Buyer or the Seller.

26. Can I accept the cash from the buyer?

No.

27. Will you provide the package?

Yes, we are providing eco-friendly packages in different sizes based on food type (solid, semi solid and liquid).

BUYER:

1. Does a single person can order from many / multiple sellers at a time? In the same order?

Yes, this functionality is exclusively available in App GOOD FOOD. The Buyer can buy food from multiple kitchens under single order.

2. Does the app support bulk orders?

Yes

3. After placing my order, when will I get my food?

Since, it is fresh homemade food, it will take at least an hour to prepare the food and it will be delivered accordingly based on your location and delivery type.

You can track the order processing details through app.

4. Do I have to pay extra money for delivery?

Yes

5. How can I contact home-chef?

There will an In-app calling and chat facility to contact the chef.

6. How takeaway works?

As a buyer, you need to collect the food directly from home-chef.

7. How to apply coupons / offers in my order?

In the app, you can view list of offers available and add the coupon code while placing the order.

8. Can I change my address / number?

Yes, you can edit / change the address or number.

9. Is there minimum order value?

No

10. Can I order from any location?

Yes

11. Can I order in advance?

Yes

12. Can I get invoice for my order?

Yes, you will get your order summary in the app as well through email.

13. Can I have partnership as Delivery Agent with App GOOD FOOD?

Yes, email your quotation to contact@appgoodfood.in

14. Can I explore career opportunities with App GOOD FOOD?

Yes, we are always hiring motivated people who are hungry for success. Send your CV to contact@appgoodfood.in

15. How can I trust your food?

All our home chefs have food license approved by government of India and every food is exclusively prepared in their kitchen, fresh and hygienic.

16. What is the procedure for ordering the food?

- Browse through the Kitchen's
- Select the food from the one or more Kitchens
- Specify the quantity
- Specify the delivery type
- Check out

17. Can I edit my order?

Yes, you can edit before placing the order.

18. How to cancel order?

There will be an option provided to cancel the order.

Note: Order cancelled within 60 seconds after placing order will be considered for full refund and the refund will be initiated.