Q1: How can I cancel my order? A1: You can cancel an order directly from the app within 60 seconds of placing it. Go to the "My Orders" section, select your current order, and you will see a "Cancel Order" button. After 60 seconds, the order is confirmed with the restaurant and cannot be cancelled.

Q2: What payment methods do you accept? A2: We accept all major payment methods including Credit Cards (Visa, Mastercard), Debit Cards, Net Banking, and popular UPI apps like Google Pay, PhonePe, and Paytm. We also have a Wallet feature you can load money into.

Q3: How long does a refund take? A3: If your order is cancelled successfully, the refund is initiated immediately. For payments made via UPI or Wallet, the refund should reflect within 24 hours. For Credit/Debit cards or Net Banking, it can take 5-7 business days.

Q4: What should I do if my order is incorrect or items are missing? A4: We're sorry for the inconvenience! Please contact our customer support through the "Help" section in the app within 30 minutes of delivery. Provide your order ID and details of the issue, and our team will assist you with a partial refund or a coupon for future orders.

Q5: How is the delivery fee calculated? A5: The delivery fee is based on the distance between the restaurant and your delivery address. There might be additional surge charges during periods of high demand, such as late nights or bad weather.

Q6: Can I change my delivery address after placing an order? A6: Unfortunately, the delivery address cannot be changed after an order has been placed. Please cancel the order within the first 60 seconds and place it again with the correct address.

Q7: Can I schedule an order for later delivery?
A7: Currently, QuickEats only supports instant ordering. Scheduled deliveries are not available at the moment.

Q8: Do you deliver 24/7?
A8: Delivery availability depends on your location and the operating hours of partner restaurants. You can check available restaurants in the app at any time.

Q9: How do I apply a coupon or promo code?
A9: You can apply a coupon or promo code during checkout. Look for the "Apply Promo Code" section before confirming payment.

Q10: Why was my order cancelled automatically?
A10: Orders may be cancelled if the restaurant is unable to fulfill them or if there are issues with payment. Refunds are processed as per our refund policy.

Q11: Can I tip the delivery partner?
A11: Yes! You'll find an option to tip the delivery partner after your order is delivered, through the app's rating screen.

Q12: What should I do if I entered the wrong phone number?

A12: If your contact details are incorrect, please cancel the order within 60 seconds and place it again with the correct information.