

category: Products, Pricing, Packaging

subCategory: Products

question: How is your milk different from your competitor

answer: Provilac works only with farms that match its quality standards. We ensure that the best quality alfalfa and Napier grass fodder is used at farms so the cows produce the finest quality milk. Provilac Milk can be traced back to the farm and herd of animals because of the use of unique RFID ear-tags at farms. Provilac takes complete responsibility for the quality of milk till it reaches your doorstep, so if you have an unpleasant experience with a Provilac product, our team of professionals helps resolve it at its very source. Provilac owns all the processes & logistics post milking till the last leg of delivery, thus consistently delivering the best quality milk in its most natural form possible.

category: Products, Pricing, Packaging

subCategory: Products

question: Why is Provilac A2 milk different?

answer: Provilac A2 milk is milked from the traditional Gir breed of cows that are indigenous to India, while most of our competitors are supplying A2 milk acquired from European crossbred Holstein Friesian cows.

category: Products, Pricing, Packaging

subCategory: Products

question: How fresh is Provilac milk?

answer: You can trust every sip of Provilac milk as it reaches you within 18 hours of milking as compared to the industry standard of 48-72 hours post milking.

category: Products, Pricing, Packaging

subCategory: Products

question: Is Provilac milk hand-milked?

answer: Only Gir Cow A2 milk (brown cap variant) is hand-milked whereas other variants are machine milked. The reason behind it is that the traditional Indian breed of Gir cows is most comfortable being hand-milked as compared to their crossbreed counterparts.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Are Provilac milk bottles recycled?

answer: Yes, Provilac plastic bottles are recycled; all you have to do is leave the milk bottles outside your door where the milk gets delivered. Our delivery executives are trained to take them back to our facilities from where they are sent for recycling.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I change my delivery instructions?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see delivery instructions in which you can select the address you need to make changes to the delivery instructions.

category: Orders, Delivery, Returns

subCategory: Delivery

question: Can I get delivery in evening?

answer: Sorry, but to keep the freshness of milk intact, till now we are only delivering in morning shifts. We will update you as soon as we are able to deliver in evening.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Payment is not reflecting in my wallet. What do I do?

answer: All payments reflect in your wallet almost instantly, but, in selective cases, it might take 24-48 hours for the payment to finally reflect in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: When should I recharge wallet?

answer: For an uninterrupted milk supply we recommend you always keep a positive balance in your Provilac wallet. So, you can make a payment anytime you see a low balance in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: Can I transfer funds back from my wallet?

answer: No, once added we can't refund the amount you added to your Provilac wallet. So, we request you to please carefully check the amount before recharging your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: What are different ways to recharge wallet?

answer: We accept all major Credit/Debit cards, UPI, and Net banking from major Indian banks & major digital wallets. You can also schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I gift a subscription?

answer: Yes you can gift a subscription by adding an additional address in the Provilac app & choosing a subscription.

category: Subscriptions, Cancellations, Vacations
subCategory: Subscriptions
question: How long can I hold my subscription?
answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates. This duration cannot exceed 15 days.

category: Subscriptions, Cancellations, Vacations
subCategory: Vacations
question: How do I hold my subscription?
answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates.

category: Subscriptions, Cancellations, Vacations
subCategory: Vacations
question: How do I resume my subscription?
answer: The subscription auto resumes post the hold date you've mentioned. In case you want to resume services before the hold due date, you can go to the calendar & add products to your subscription.

category: Accounts, Procoins, Referrals
subCategory: Accounts
question: Can I have alternate mobile number/email add?
answer: Yes, you can add alternate mobile numbers & e-mail IDs added. But, for that, you need to call our call customer support helpline at +91-8411864646 (between 7 AM to 10 PM).

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: Who can refer on Provilac?
answer: Any Provilac customer is eligible to refer on Provilac. By customer, we mean that you must have completed one transaction and the order must have been delivered to you successfully .

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: When will I receive a code which I can share with friends?
answer: You will receive a referral code as soon as you complete your first order. This means that your first order needs to be delivered successfully.

category: Provilac Brand, Processes, Farms
subCategory: Provilac Brand
question: How old is Provilac?

answer: Provilac was established in the year 2013. Since then it has been relentlessly working towards delivering the best quality milk & milk products to its consumers within the nick of time.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What does the name "Provilac" mean?

answer: The brand name Provilac is derived from the Proteins, Vitamins & Lactose content one finds in milk.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Where is Provilac based out of?

answer: Provilac is headquartered in Pune, Maharashtra, and caters to the needs of its customers based in Pune, Mumbai, and Hyderabad where it has its cold storage depots and branch offices.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Who owns Provilac?

answer: Provilac was founded by the enigmatic & young entrepreneur Mr. Siddharth Runwal. Siddharth belongs to Pune and has studied biochemical engineering in New Zealand (the milk capital of the world). After studying and working in the New Zealand dairy industry for over 10 years, he decided to unite with his roots in India. Post struggling with everyday milk supplies for himself and his family he took things into his hands. He deep-dived & understood the age-old & concerning ill practices prevalent in the Indian dairy industry. With his knowledge of the milk as a perishable entity & the way it should be treated, he came up with Provilac which is since then the organization is delivering the finest quality milk to its customers in the freshest possible form with complete ownership of the product.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Which cities is Provilac present in?

answer: Provilac is headquartered in Pune, Maharashtra, and delivers in Pune, Mumbai, and Hyderabad.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What is Provilac brands philosophy?

answer: "Doing what's right." is the brand philosophy followed by everyone in the Provilac family. Every team member – from the farm boys to the delivery executive follows this ideology. Whenever one needs to choose in the day-to-day process, before making the choice they ask themselves if their action will add value to the product or customer experience or otherwise which helps them make the right

decision.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What does direct-to-consumer mean?

answer: Provilac is a direct-to-consumer brand where it delivers its products directly to the consumers without handing them over to any third-party distributors or retailers.

category: Products, Pricing, Packaging

subCategory: Products

question: Are all Provilac products antibiotic-free and hormone-free?

answer: Yes! You can be assured that the milk delivered at your doorsteps is unadulterated & fresh. We never use any kind of antibiotics or abuse our farm animals with stimulating agents to tamper with the quantity or quality of the product.

category: Products, Pricing, Packaging

subCategory: Pricing

question: Why are Provilac prices higher?

answer: Provilac employs state-of-the-art technologies to produce & deliver milk of the greatest standards to its customers. We can ensure this by paying our farms & employees befittingly. Apart from the operations Provilac also has a research & development facility that continually keeps on testing the milk standards & strives towards the betterment of the quality of milk we serve.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Why Provilac milk is packed in plastic bottles?

answer: Milk can be delivered in plastic bottles, glass bottles, or paper cartons. We preclude from using the latter two because the glass bottles are considerably heavier than plastic ones. So if we can deliver 2000 liters of milk in plastic bottles in a single vehicle we'd require 4 such vehicles to transport the same quantity in glass bottles; thus killing the motive entirely as it will have a much larger carbon footprint. In the case of paper cartons, the walls of a paper carton micro-perforations & thus chances of contaminant seeping through are much higher.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Is Provilac packaged in BPA-free plastic bottles?

answer: Yes, Provilac uses BPA-Free PET bottles that are highly inert, thus, able to maintain the goodness of milk till it reaches your doorsteps.

category: Orders, Delivery, Returns
subCategory: Orders
question: Can I order for my relative/friends?
answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations for your family & friends.

category: Orders, Delivery, Returns
subCategory: Orders
question: How can I stop my subscription?
answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the subscription to stop subscription.

category: Orders, Delivery, Returns
subCategory: Orders
question: Until what time can I make changes to my next day order?
answer: You can make changes to the order of your consecutive day before 12 AM midnight.

category: Orders, Delivery, Returns
subCategory: Delivery
question: What time will I get my delivery?
answer: Provilac delivery boys deliver between 6 AM to 8 AM every day. So, you can expect your order to be delivered to you the next morning of the day you place your order.

category: Orders, Delivery, Returns
subCategory: Delivery
question: How do I get in touch with my delivery executive?
answer: You can't get in touch directly with the delivery executive. But, in case you have an urgent request you can call on our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with your query.

category: Payments, Refunds, Wallets
subCategory: Payments
question: Can I make payment in cash?
answer: Yes, we do accept cash payments. You can request cash collection to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets
subCategory: Payments
question: Should I pay cash to my delivery executive?
answer: No, under no circumstances you should make a cash payment to your delivery executive. We have a specialized team of collection

agents who visit you to collect cash, only when you schedule a visit.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Can I make payment through cheque?

answer: Yes you can you can schedule a cheque pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: Where do I see my refund?

answer: Your refund will always reflect in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: How long does it take to process refund back in wallet?

answer: Mostly, it takes between 24-48 hours post dispute resolution to get the amount credited to your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: What does my average monthly bill mean?

answer: Your average monthly bill refers to the average of your historical purchase amounts on our app. We usually calculate it on monthly basis.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can i have subscription at multiple addresses?

answer: Yes, you can have multiple subscriptions at multiple addresses, while we bill you on a single Provilac Account wallet.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I have subscription for multiple products?

answer: Yes, you can subscribe for multiple products by going into the calendar, adding the products & selecting the frequency.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: What are different types of subscription to choose from?

answer: You can choose the delivery frequency from daily, weekly, & alternate days. You can also choose variable quantity as well, for e.g. 1 liter on a day & 2 liters on a subsequent day & so on.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How can I stop my subscription?

answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from where you can delete the subscription.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How do I update my delivery address?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see manage addresses options from where you can select & make changes to your address/s.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: Can I cancel my order for a particular day?

answer: You can visit the calendar from the Provilac app homepage and select the date on the calendar for which you need to make changes. You can add/delete/increase quantity etc. from here. Please note, that no changes can be made for the orders pertaining to the same date.

category: Subscriptions, Cancellations, Vacations

subCategory: Vacations

question: How long can I hold my subscription?

answer: You can hold your subscription for a max. period of 15 days.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: How can I refer a friend?

answer: Once you have completed your first transaction with Provilac, you will receive a Referral code in your email. You can also find this code on the Referrals page. Copy this code and share it with friends via WhatsApp, SMS, email or however you like.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: How many friends can I refer?

answer: Good news! There is absolutely no limit to how many friends you can refer to Provilac.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I invited a friend but have not yet received my reward. What is happening?

answer: Don't worry, you will receive your reward once your friend completes their first transaction successfully.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I forgot to enter the code during signup. What should I do now?

answer: No problem! You can enter your referral code from the Referrals page. Remember that you get to do this only once.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Where are Provilac farms situated?

answer: Provilac has three farms located in 3 different cities. Our Holstein Friesian cows are reared at Someshwar, Maharashtra, our buffalo milk comes from Pet Naka, Maharashtra, and our Gir cows are fostered at Manchar, Maharashtra.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: What is the process of making Ghee at Provilac?

answer: A separate batch of milk is used for skimming fresh cream at the farm. This cream is fermented for 24 hours using bacterial culture. The cultured cream is then churned to give white butter (loni). The Loni further is heated to 107 degrees centigrade to remove moisture contents until it turns into a golden brown liquid. Thereafter we gradually bring down the temperature of the ghee to ensure a consistent grainy texture of ghee.

category: Products, Pricing, Packaging

subCategory: Products

question: What is the difference between Provilac milk and standardised (normal) milk?

answer: Milk composition varies from day-to-day and season to season because of various factors like water intake of the farm animal, weather conditions, mating cycle, etc., which results in the inconsistent thickness of milk at farms. As Provilac milk is farm fresh, hence its composition is left unaltered; whereas, major milk corporations standardize milk by either adding milk powder or cream to the milk to increase its thickness or by separating cream from the milk to have consistent thickness over the year.

category: Products, Pricing, Packaging

subCategory: Products

question: Do I need to boil Provilac milk?

answer: It's mandatory to boil raw cow milk (green cap variant) before consumption, as it isn't treated post milking and reaches your doorstep in the most natural form. All other cow & buffalo milk variants are pasteurized and can be consumed safely without boiling.

Though, we recommend heating the non-homogenized milk variants for a consistent taste.

category: Products, Pricing, Packaging

subCategory: Products

question: What is A2 milk?

answer: Most milk brands today are supplying cow milk which contains both A1 & A2 proteins; while the A2 milk comes from cows that naturally produce milk with only A2 proteins. The difference between the two kinds of milk is that A1 protein contains histamine amino acid which a few people are allergic to. While the A2 variant is comparatively easier to digest for such people.

category: Products, Pricing, Packaging

subCategory: Products

question: Why don't I see Provilac products in retail stores?

answer: Milk is a highly perishable product and we believe – handling milk is as equally important as producing it. What good is the finest quality milk if not delivered at the right temperature within time? We take complete ownership of our products and we doubt that a third party will be able to share a similar love for our products. Thus, you don't see our products in a retail store near you.

category: Orders, Delivery, Returns

subCategory: Orders

question: How does milk subscription work?

answer: You can subscribe to regular milk delivery from Provilac app. You can choose the frequency from daily, alternate days & weekly.

category: Orders, Delivery, Returns

subCategory: Orders

question: What time will I get my order?

answer: Provilac delivery boys deliver between 6 AM to 8 AM every day. So, you can expect your order to be delivered to you the next morning of the day you place your order.

category: Orders, Delivery, Returns

subCategory: Orders

question: Can I subscribe for multiple addresses?

answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I manage vacation?

answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the period by selecting from & to dates.

category: Orders, Delivery, Returns

subCategory: Orders

question: How can I order milk in bulk?

answer: You can order in bulk by calling customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with ordering.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I get help on previous orders?

answer: You can visit the calendar section from Provilac App's home page, choose a date, select the product you want to dispute, mark it 1 star, then you'd see a get help button which will take you to the complaint chat. Enter details & you'd get a resolution. You can further raise a ticket in case you aren't happy with the resolution provided to you.

category: Orders, Delivery, Returns

subCategory: Orders

question: Why cant I see my future orders?

answer: Your future orders might not be visible on your calendar because of the nonpayment of your outstanding dues. Kindly clear the dues post so that you'd be able to resume your services.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How quick does the milk get delivered?

answer: Post milking, it takes us below 18 hours to deliver the milk to your doorsteps.

category: Orders, Delivery, Returns

subCategory: Returns

question: I have received wrong order. How do I return?

answer: Please go to the calendar from the Provilac app homepage, select the date of the order you want to dispute, give 1 star to the product you want to dispute & then you'd see a get help button where you can raise a ticket with us on chat & upload the picture of the wrong product. Our support team will resolve the ticket within 24 hours.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Payment gateway not working. What do I do?

answer: This might be a temporary event, so you can wait for a while

& try again. Else, you can schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Payments

question: When may I supposed to make the payment?

answer: For an uninterrupted milk supply we recommend you always keep a positive balance in your Provilac wallet. So, you can make a payment anytime you see a low balance in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: How do I apply for refund incase of wrong delivery?

answer: Please go to the calendar from the Provilac app homepage, select the date of the order you want to dispute, give 1 star to the product you want to dispute & then you'd see a get help button where you can raise a ticket with us on chat by uploading the picture of the wrong product. Our support team will resolve the ticket within 24 hours. Post this; the amount should be credited to your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: What does refund mean?

answer: In case of a dispute, if you qualify for a waiver for an amount wrongly charged, or a product went bad, we credit that charge back to your Provilac wallet. This is called a refund in our case.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: Can I recharge my wallet with Cash?

answer: Yes, we do have a dedicated team of cash collection executives which you can summon by contacting our customer support helpline at +91-8411864646 (between 7 AM to 10 PM). But, the amount will be credited to your account only within 24-48 hours.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How do I hold my subscription?

answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I subscribe for friend/family?

answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations for your family & friends.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: How can I cancel my subscription?

answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the subscription to cancel.

category: Accounts, Procoins, Referrals

subCategory: Accounts

question: How can I change my name/add/mobile number/email add?

answer: You can change your name/ email address by clicking on the Menu drawer on the top left corner of the Provilac app homepage from where you need to hit on the edit button on the top of the drop-down menu. You can change the address from the manage address menu. But, for changing the mobile phone number, you have to call the customer support helpline at +91-8411864646 (between 7 AM to 10 PM).

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: Can I refer a family member?

answer: Yes, but only family members who do not share the same address may be referred.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I just installed the app. Why can't I find a code to refer my friends.

answer: Please wait until you complete your first transaction successfully

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: How do Provilac ensure hygiene standards at the farm?

answer: Our quality control team is present at all three farms and takes proper care that all the systems are followed & quality is maintained by the farms.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Are Provilac farms certified?

answer: All Provilac farms are FSSAI certified

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: What is pasteurisation & homogenisation?

answer: While pasteurization involves heating the milk to 73 degrees Celsius to kill bacteria, homogenization involves processing milk so that the cream does not separate. This results in a well-mixed beverage that has the same consistency throughout the final milk product.

category: Products, Pricing, Packaging

subCategory: Products

question: What is the shelf life of Provilac milk?

answer: Provilac milk has a shelf life of 48 hours from the time of delivery if stored below 4 degrees C.

category: Products, Pricing, Packaging

subCategory: Products

question: Can I make ghee from Provilac milk?

answer: Yes, Ghee could easily be extracted from all variants of Provilac milk apart from the Pasteurized & homogenized cow milk (red cap variant). Once boiled, you can separate a sumptuous layer of cream from other variants of milk to prepare ghee at home with the traditional 'bilona' method.

category: Products, Pricing, Packaging

subCategory: Products

question: What is pasteurisation & homogenisation?

answer: While pasteurization involves heating the milk to 73 degrees Celsius to kill bacteria, homogenization involves processing milk so that the cream does not separate. This results in a well-mixed beverage that has the same consistency throughout the final milk product.

category: Products, Pricing, Packaging

subCategory: Products

question: Can I sample your products?

answer: Yes! Your first bottle of milk comes free.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Is there a difference between bottle milk and value pack milk?

answer: While there is no difference in the product, milk bottles are convenient while storing in your refrigerators and are easily recyclable.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I place an order?

answer: You can place an order by visiting the product you want to buy at the Provilac App, choose the size, enter delivery details, choose frequency & quantity and you are good to go. You can also place a one-time order similarly.

category: Orders, Delivery, Returns

subCategory: Orders

question: How can I view my order?

answer: All your future & past orders are visible on your calendar, which you can visit from the Provilac App homescreen.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I change my order for future dates?

answer: You can visit the calendar tab at the Provilac App's home screen to know the order & delivery status for the previous & upcoming 15 days. From here you can make changes to your orders for future dates.

category: Orders, Delivery, Returns

subCategory: Orders

question: What is buy once?

answer: In case you need to buy a product only once and you don't want to subscribe to the product, for e.g. Ghee, then you need to place an order for Ghee by clicking buy once.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I change my delivery door bell settings?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see delivery instructions in which you can select the address you need to make changes to & there you'd see the doorbell settings.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I update my delivery address?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see manage addresses options from where you can select & make changes to your address/s.

category: Payments, Refunds, Wallets

subCategory: Payments

question: What payment options are available?

answer: We accept all major Credit/Debit cards, UPI, and Net banking from major Indian banks & major digital wallets. You can also schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help

you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: My wallet balance is negative yet I am receiving my orders?

answer: As a goodwill gesture we have auto-allocated a set credit limit with the accounts of our privileged customers based on their purchase behavior. But, we recommend recharging your account whenever you see a low or negative balance in your Provilac wallet for an uninterrupted milk supply.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: Payment is not reflecting in my wallet. What do I do?

answer: All payments reflect in your wallet almost instantly, but, in selective cases, it might take 24-48 hours for the payment to finally reflect in your Provilac wallet. So, we request you to please wait for 24-48 before raising a support ticket with us.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How does subscription work?

answer: Subscription means regular delivery of a product at your place. You can subscribe for any of our products, share the frequency & enjoy timely delivery.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I add subscription for ghee or curd?

answer: Yes you can subscribe for ghee or curd in the similar fashion as you subscribe for milk.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Why did my subscription go on auto-hold?

answer: Your subscription can go on auto-hold if your Provilac wallet balance goes in negative. Kindly recharge your Provilac wallet & resume your subscription.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: How can I cancel my order for tomorrow?

answer: You can make changes to your tomorrow's order by going to the calendar & selecting the date for which you require to make changes.

category: Subscriptions, Cancellations, Vacations
subCategory: Cancellations
question: Can I cancel my partial subscription?
answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the product you need to unsubscribe.

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: What is the benefit of referring someone?
answer: Provilac's referral program benefits both, the referrer and the referee. If you (the referrer) invite a friend by sharing the code, your friend (the referee) receives ₹100 in their wallet upon signing up on the app.

As a thank you, you receive 200 Procoins when your friend completes their first transaction and their order is delivered successfully.

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: My friend referred me. How can I claim my reward?
answer: Relax, we got this! You don't need to do anything to claim your reward. You will see a credit of ₹100 in your wallet as you use the code that your friend shared with you.

category: Provilac Brand, Processes, Farms
subCategory: Provilac Brand
question: Why was Provilac established?
answer: It was the year 2013 when Siddhart Runwal (Founder of Provilac Dairy Farms) came back to India after completing his post-graduate degree in biochemical & dairy from New Zealand. At his home in Pune, he noticed the rampant use of antibiotics and hormone injections in the Indian dairy industry. Also, milk loses its integrity when larger dairy companies decide to add milk powder to standardize milk. Adding to this, the fragmented supply chain when milk changes hand at least 10 times before it reaches the consumer and requires 48-72 hours before it reaches the consumer, in unsuitable temperature & conditions. It was then that Provilac was established to overcome the above pain points. Provilac ensures that every drop of milk, which reaches the consumer, is free from toxins, adulterants & chemical injections. We take complete ownership of the milk from milking till it reaches your doorsteps, within 18 hours.

category: Provilac Brand, Processes, Farms
subCategory: Provilac Brand
question: What differentiates Provilac from its competitor?
answer: Post-Provilac, several players have entered the segment. But, these organizations lack the passion to deliver the finest quality milk in its purest form.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Does Provilac have its own farms?

answer: Provilac holds exclusive contracts with its farms in which it has invested heavily to improve & automate the processes and systems. Also, there is a quality check team from Provilac which ensures the systems are followed & quality is maintained throughout the process.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: How many animals does Provilac farms have?

answer: Provilac houses more than 5000 animals combined on all the farms.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: How does Provilac process milk?

answer: As soon as the cows are milked, the milk passes through a set of filters and is then chilled down inline to 4 degrees centigrade in the raw milk tank. Once the tank is filled, the milk travels through a pasteurizer where it is heated to 74 deg C for 15 sec and immediately cooled down in the pasteurized milk tank. Within no time, the milk enters into final packaging where it's stored in cold rooms where it waits for dispatch.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: What is Provilac milks' journey?

answer: Milking at the farm starts at 6.00 AM. By 11.00 AM the milk gets processed and packed. It reaches the cold rooms at city depots in refrigerated vehicles by 10.00 PM. At 4.00 AM the next day morning – the milk is carried by our delivery executives in their insulated bags for your doorstep delivery. The entire milk journey from farm to your doorsteps is thus completed in less than 18 hours.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: Does Provilac standardise its milk?

answer: Milk composition varies from day-to-day and season to season which results in thick and thin milk at the farm. Large dairy companies either add milk powder or separate cream to make milk to keep standard thickness throughout the year. But at Provilac, we believe milk is a gift of nature and it has to be consumed in the way nature intended it to be. To keep the integrity of milk intact, Provilac does not standardize its milk.

category: Provilac Brand, Processes, Farms
subCategory: Processes
question: Does Provilac add preservatives or foreign ingredients in milk?
answer: At Provilac, we believe milk is a gift of nature and it has to be consumed in the way nature intended it to be. To keep the integrity intact, Provilac does not add any preservatives to milk.

category: Accounts, Procoins, Referrals
subCategory: Accounts
question: How can I delete my account?
answer: You can initiate account deletion process by sending an email to: customercare@provilac.com

category: Products, Pricing, Packaging
subCategory: Products
question: What is the shelf life of Provilac milk?
answer: Provilac milk has a shelf life of 48 hours from the time of delivery if stored below 4 degrees C.

category: Products, Pricing, Packaging
subCategory: Products
question: How is your milk different from your competitor
answer: Provilac works only with farms that match its quality standards. We ensure that the best quality alfalfa and Napier grass fodder is used at farms so the cows produce the finest quality milk. Provilac Milk can be traced back to the farm and herd of animals because of the use of unique RFID ear-tags at farms. Provilac takes complete responsibility for the quality of milk till it reaches your doorstep, so if you have an unpleasant experience with a Provilac product, our team of professionals helps resolve it at its very source. Provilac owns all the processes & logistics post milking till the last leg of delivery, thus consistently delivering the best quality milk in its most natural form possible.

category: Products, Pricing, Packaging
subCategory: Products
question: Can I sample your products?
answer: Yes! Your first bottle of milk comes free.

category: Products, Pricing, Packaging
subCategory: Pricing
question: Why are Provilac prices higher?
answer: Provilac employs state-of-the-art technologies to produce & deliver milk of the greatest standards to its customers. We can ensure this by paying our farms & employees befittingly. Apart from the operations Provilac also has a research & development facility that continually keeps on testing the milk standards & strives towards the betterment of the quality of milk we serve.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Why Provilac milk is packed in plastic bottles?

answer: Milk can be delivered in plastic bottles, glass bottles, or paper cartons. We preclude from using the latter two because the glass bottles are considerably heavier than plastic ones. So if we can deliver 2000 liters of milk in plastic bottles in a single vehicle we'd require 4 such vehicles to transport the same quantity in glass bottles; thus killing the motive entirely as it will have a much larger carbon footprint. In the case of paper cartons, the walls of a paper carton micro-perforations & thus chances of contaminant seeping through are much higher.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I place an order?

answer: You can place an order by visiting the product you want to buy at the Provilac App, choose the size, enter delivery details, choose frequency & quantity and you are good to go. You can also place a one-time order similarly.

category: Orders, Delivery, Returns

subCategory: Orders

question: How can I view my order?

answer: All your future & past orders are visible on your calendar, which you can visit from the Provilac App homescreen.

category: Orders, Delivery, Returns

subCategory: Orders

question: Can I order for my relative/friends?

answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations for your family & friends.

category: Orders, Delivery, Returns

subCategory: Orders

question: Can I subscribe for multiple addresses?

answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations.

category: Orders, Delivery, Returns

subCategory: Orders

question: Why cant I see my future orders?

answer: Your future orders might not be visible on your calendar because of the nonpayment of your outstanding dues. Kindly clear the dues post so that you'd be able to resume your services.

category: Orders, Delivery, Returns

subCategory: Orders

question: What is buy once?

answer: In case you need to buy a product only once and you don't want to subscribe to the product, for e.g. Ghee, then you need to place an order for Ghee by clicking buy once.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I get in touch with my delivery executive?

answer: You can't get in touch directly with the delivery executive. But, in case you have an urgent request you can call on our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with your query.

category: Orders, Delivery, Returns

subCategory: Delivery

question: Can I get delivery in evening?

answer: Sorry, but to keep the freshness of milk intact, till now we are only delivering in morning shifts. We will update you as soon as we are able to deliver in evening.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Can I make payment in cash?

answer: Yes, we do accept cash payments. You can request cash collection to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Payments

question: What payment options are available?

answer: We accept all major Credit/Debit cards, UPI, and Net banking from major Indian banks & major digital wallets. You can also schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Should I pay cash to my delivery executive?

answer: No, under no circumstances you should make a cash payment to your delivery executive. We have a specialized team of collection agents who visit you to collect cash, only when you schedule a visit.

category: Payments, Refunds, Wallets
subCategory: Refunds
question: Where do I see my refund?
answer: Your refund will always reflect in your Provilac wallet.

category: Payments, Refunds, Wallets
subCategory: Wallets
question: When should I recharge wallet?
answer: For an uninterrupted milk supply we recommend you always keep a positive balance in your Provilac wallet. So, you can make a payment anytime you see a low balance in your Provilac wallet.

category: Payments, Refunds, Wallets
subCategory: Wallets
question: My wallet balance is negative yet I am receiving my orders?
answer: As a goodwill gesture we have auto-allocated a set credit limit with the accounts of our privileged customers based on their purchase behavior. But, we recommend recharging your account whenever you see a low or negative balance in your Provilac wallet for an uninterrupted milk supply.

category: Payments, Refunds, Wallets
subCategory: Wallets
question: Can I transfer funds back from my wallet?
answer: No, once added we can't refund the amount you added to your Provilac wallet. So, we request you to please carefully check the amount before recharging your Provilac wallet.

category: Subscriptions, Cancellations, Vacations
subCategory: Subscriptions
question: Can I subscribe for friend/family?
answer: Yes, the Provilac App permits you to input and maintain multiple addresses, thus, also allowing you to get subscriptions at multiple locations for your family & friends.

category: Subscriptions, Cancellations, Vacations
subCategory: Subscriptions
question: Why did my subscription go on auto-hold?
answer: Your subscription can go on auto-hold if your Provilac wallet balance goes in negative. Kindly recharge your Provilac wallet & resume your subscription.

category: Subscriptions, Cancellations, Vacations
subCategory: Subscriptions
question: How long can I hold my subscription?
answer: You can hold your subscription by using the 'Manage

Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates. This duration cannot exceed 15 days.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: Can I cancel my order for a particular day?

answer: You can visit the calendar from the Provilac app homepage and select the date on the calendar for which you need to make changes. You can add/delete/increase quantity etc. from here. Please note, that no changes can be made for the orders pertaining to the same date.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: How can I cancel my subscription?

answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the subscription to cancel.

category: Subscriptions, Cancellations, Vacations

subCategory: Cancellations

question: Can I cancel my partial subscription?

answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the product you need to unsubscribe.

category: Subscriptions, Cancellations, Vacations

subCategory: Vacations

question: How do I resume my subscription?

answer: The subscription auto resumes post the hold date you've mentioned. In case you want to resume services before the hold due date, you can go to the calendar & add products to your subscription.

category: Accounts, Procoins, Referrals

subCategory: Accounts

question: How can I change my name/add/mobile number/email add?

answer: You can change your name/ email address by clicking on the Menu drawer on the top left corner of the Provilac app homepage from where you need to hit on the edit button on the top of the drop-down menu. You can change the address from the manage address menu. But, for changing the mobile phone number, you have to call the customer support helpline at +91-8411864646 (between 7 AM to 10 PM).

category: Accounts, Procoins, Referrals

subCategory: Accounts

question: Can I have alternate mobile number/email add?

answer: Yes, you can add alternate mobile numbers & e-mail IDs added. But, for that, you need to call our call customer support helpline at +91-8411864646 (between 7 AM to 10 PM).

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: When will I receive a code which I can share with friends?

answer: You will receive a referral code as soon as you complete your first order. This means that your first order needs to be delivered successfully.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What does the name "Provilac" mean?

answer: The brand name Provilac is derived from the Proteins, Vitamins & Lactose content one finds in milk.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Where is Provilac based out of?

answer: Provilac is headquartered in Pune, Maharashtra, and caters to the needs of its customers based in Pune, Mumbai, and Hyderabad where it has its cold storage depots and branch offices.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Who owns Provilac?

answer: Provilac was founded by the enigmatic & young entrepreneur Mr. Siddharth Runwal. Siddharth belongs to Pune and has studied biochemical engineering in New Zealand (the milk capital of the world). After studying and working in the New Zealand dairy industry for over 10 years, he decided to unite with his roots in India. Post struggling with everyday milk supplies for himself and his family he took things into his hands. He deep-dived & understood the age-old & concerning ill practices prevalent in the Indian dairy industry. With his knowledge of the milk as a perishable entity & the way it should be treated, he came up with Provilac which is since then the organization is delivering the finest quality milk to its customers in the freshest possible form with complete ownership of the product.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: How does Provilac process milk?

answer: As soon as the cows are milked, the milk passes through a set of filters and is then chilled down inline to 4 degrees centigrade in the raw milk tank. Once the tank is filled, the milk travels through a pasteurizer where it is heated to 74 deg C for 15 sec and immediately cooled down in the pasteurized milk tank. Within

no time, the milk enters into final packaging where it's stored in cold rooms where it waits for dispatch.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: What is pasteurisation & homogenisation?

answer: While pasteurization involves heating the milk to 73 degrees Celsius to kill bacteria, homogenization involves processing milk so that the cream does not separate. This results in a well-mixed beverage that has the same consistency throughout the final milk product.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: Does Provilac add preservatives or foreign ingredients in milk?

answer: At Provilac, we believe milk is a gift of nature and it has to be consumed in the way nature intended it to be. To keep the integrity intact, Provilac does not add any preservatives to milk.

category: Products, Pricing, Packaging

subCategory: Products

question: Do I need to boil Provilac milk?

answer: It's mandatory to boil raw cow milk (green cap variant) before consumption, as it isn't treated post milking and reaches your doorstep in the most natural form. All other cow & buffalo milk variants are pasteurized and can be consumed safely without boiling. Though, we recommend heating the non-homogenized milk variants for a consistent taste.

category: Products, Pricing, Packaging

subCategory: Products

question: Can I make ghee from Provilac milk?

answer: Yes, Ghee could easily be extracted from all variants of Provilac milk apart from the Pasteurized & homogenized cow milk (red cap variant). Once boiled, you can separate a sumptuous layer of cream from other variants of milk to prepare ghee at home with the traditional 'bilona' method.

category: Products, Pricing, Packaging

subCategory: Products

question: What is A2 milk?

answer: Most milk brands today are supplying cow milk which contains both A1 & A2 proteins; while the A2 milk comes from cows that naturally produce milk with only A2 proteins. The difference between the two kinds of milk is that A1 protein contains histamine amino acid which a few people are allergic to. While the A2 variant is comparatively easier to digest for such people.

category: Products, Pricing, Packaging

subCategory: Products

question: How fresh is Provilac milk?

answer: You can trust every sip of Provilac milk as it reaches you within 18 hours of milking as compared to the industry standard of 48-72 hours post milking.

category: Products, Pricing, Packaging

subCategory: Products

question: Is Provilac milk hand-milked?

answer: Only Gir Cow A2 milk (brown cap variant) is hand-milked whereas other variants are machine milked. The reason behind it is that the traditional Indian breed of Gir cows is most comfortable being hand-milked as compared to their crossbreed counterparts.

category: Products, Pricing, Packaging

subCategory: Products

question: Are all Provilac products antibiotic-free and hormone-free?

answer: Yes! You can be assured that the milk delivered at your doorsteps is unadulterated & fresh. We never use any kind of antibiotics or abuse our farm animals with stimulating agents to tamper with the quantity or quality of the product.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Is Provilac packaged in BPA-free plastic bottles?

answer: Yes, Provilac uses BPA-Free PET bottles that are highly inert, thus, able to maintain the goodness of milk till it reaches your doorsteps.

category: Orders, Delivery, Returns

subCategory: Orders

question: How does milk subscription work?

answer: You can subscribe to regular milk delivery from Provilac app. You can choose the frequency from daily, alternate days & weekly.

category: Orders, Delivery, Returns

subCategory: Orders

question: How can I order milk in bulk?

answer: You can order in bulk by calling customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with ordering.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I get help on previous orders?

answer: You can visit the calendar section from Provilac App's home page, choose a date, select the product you want to dispute, mark it 1 star, then you'd see a get help button which will take you to the complaint chat. Enter details & you'd get a resolution. You can further raise a ticket in case you aren't happy with the resolution provided to you.

category: Orders, Delivery, Returns

subCategory: Delivery

question: What time will I get my delivery?

answer: Provilac delivery boys deliver between 6 AM to 8 AM every day. So, you can expect your order to be delivered to you the next morning of the day you place your order.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I change my delivery instructions?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see delivery instructions in which you can select the address you need to make changes to the delivery instructions.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: Payment is not reflecting in my wallet. What do I do?

answer: All payments reflect in your wallet almost instantly, but, in selective cases, it might take 24-48 hours for the payment to finally reflect in your Provilac wallet. So, we request you to please wait for 24-48 before raising a support ticket with us.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How does subscription work?

answer: Subscription means regular delivery of a product at your place. You can subscribe for any of our products, share the frequency & enjoy timely delivery.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I have subscription for multiple products?

answer: Yes, you can subscribe for multiple products by going into the calendar, adding the products & selecting the frequency.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: Can I refer a family member?

answer: Yes, but only family members who do not share the same

address may be referred.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I just installed the app. Why can't I find a code to refer my friends.

answer: Please wait until you complete your first transaction successfully

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: How old is Provilac?

answer: Provilac was established in the year 2013. Since then it has been relentlessly working towards delivering the best quality milk & milk products to its consumers within the nick of time.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Which cities is Provilac present in?

answer: Provilac is headquartered in Pune, Maharashtra, and delivers in Pune, Mumbai, and Hyderabad.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Where are Provilac farms situated?

answer: Provilac has farms located in different cities across the nation. For Pune, Mumbai and Hyderabad customers the Holstein Friesian cow is procured from Someshwar, Maharashtra, the A2 milk from the Gir cows is procured from Manchar, Maharashtra and the Buffalo Milk is procured from Peth Naka, Maharashtra. Whereas for Jaipur customers the A2 milk from the Desi Gir cows is procured from Dudu, Rajasthan.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Are Provilac farms certified?

answer: All Provilac farms are FSSAI certified

category: Products, Pricing, Packaging

subCategory: Products

question: What is the difference between Provilac milk and standardised (normal) milk?

answer: Milk composition varies from day-to-day and season to season because of various factors like water intake of the farm animal, weather conditions, mating cycle, etc., which results in the inconsistent thickness of milk at farms. As Provilac milk is farm fresh, hence its composition is left unaltered; whereas, major milk corporations standardize milk by either adding milk powder or cream

to the milk to increase its thickness or by separating cream from the milk to have consistent thickness over the year.

category: Products, Pricing, Packaging

subCategory: Products

question: What is pasteurisation & homogenisation?

answer: While pasteurization involves heating the milk to 73 degrees Celsius to kill bacteria, homogenization involves processing milk so that the cream does not separate. This results in a well-mixed beverage that has the same consistency throughout the final milk product.

category: Products, Pricing, Packaging

subCategory: Products

question: Why don't I see Provilac products in retail stores?

answer: Milk is a highly perishable product and we believe – handling milk is as equally important as producing it. What good is the finest quality milk if not delivered at the right temperature within time? We take complete ownership of our products and we doubt that a third party will be able to share a similar love for our products. Thus, you don't see our products in a retail store near you.

category: Products, Pricing, Packaging

subCategory: Packaging

question: Are Provilac milk bottles recycled?

answer: Yes, Provilac plastic bottles are recycled; all you have to do is leave the milk bottles outside your door where the milk gets delivered. Our delivery executives are trained to take them back to our facilities from where they are sent for recycling.

category: Orders, Delivery, Returns

subCategory: Orders

question: What time will I get my order?

answer: Provilac delivery boys deliver between 6 AM to 8 AM every day. So, you can expect your order to be delivered to you the next morning of the day you place your order.

category: Orders, Delivery, Returns

subCategory: Orders

question: How do I change my order for future dates?

answer: You can visit the calendar tab at the Provilac App's home screen to know the order & delivery status for the previous & upcoming 15 days. From here you can make changes to your orders for future dates.

category: Orders, Delivery, Returns

subCategory: Orders

question: Until what time can I make changes to my next day order?
answer: You can make changes to the order of your consecutive day before 12 AM midnight.

category: Orders, Delivery, Returns

subCategory: Delivery

question: How do I change my delivery door bell settings?

answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see delivery instructions in which you can select the address you need to make changes to & there you'd see the doorbell settings.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Payment is not reflecting in my wallet. What do I do?

answer: All payments reflect in your wallet almost instantly, but, in selective cases, it might take 24-48 hours for the payment to finally reflect in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Payments

question: Can I make payment through cheque?

answer: Yes you can you can schedule a cheque pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: How do I apply for refund incase of wrong delivery?

answer: Please go to the calendar from the Provilac app homepage, select the date of the order you want to dispute, give 1 star to the product you want to dispute & then you'd see a get help button where you can raise a ticket with us on chat by uploading the picture of the wrong product. Our support team will resolve the ticket within 24 hours. Post this; the amount should be credited to your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: What does refund mean?

answer: In case of a dispute, if you qualify for a waiver for an amount wrongly charged, or a product went bad, we credit that charge back to your Provilac wallet. This is called a refund in our case.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: What are different ways to recharge wallet?

answer: We accept all major Credit/Debit cards, UPI, and Net banking from major Indian banks & major digital wallets. You can also schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can i have subscription at multiple addresses?

answer: Yes, you can have multiple subscriptions at multiple addresses, while we bill you on a single Provilac Account wallet.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: What are different types of subscription to choose from?

answer: You can choose the delivery frequency from daily, weekly, & alternate days. You can also choose variable quantity as well, for e.g. 1 liter on a day & 2 liters on a subsequent day & so on.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How can I stop my subscription?

answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from where you can delete the subscription.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: My friend referrerd me. How can I claim my reward?

answer: Relax, we got this! You don't need to do anything to claim your reward. You will see a credit of ₹100 in your wallet as you as use the code that your friend shared with you.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I invited a friend but have not yet received my reward. What is happening?

answer: Don't worry, you will receive your reward once your friend completes thir first transaction successfully.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: I forgot to enter the code during signup. What should I do now?

answer: No problem! You can enter your referral code from the Referrals page. Remember that you get to do this only once.

category: Provilac Brand, Processes, Farms
subCategory: Farms
question: How many animals does Provilac farms have?
answer: Provilac houses more than 5000 animals combined on all the farms.

category: Provilac Brand, Processes, Farms
subCategory: Farms
question: How do Provilac ensure hygiene standards at the farm?
answer: Our quality control team is present at all three farms and takes proper care that all the systems are followed & quality is maintained by the farms.

category: Provilac Brand, Processes, Farms
subCategory: Processes
question: What is Provilac milks' journey?
answer: Milking at the farm starts at 6.00 AM. By 11.00 AM the milk gets processed and packed. It reaches the cold rooms at city depots in refrigerated vehicles by 10.00 PM. At 4.00 AM the next day morning – the milk is carried by our delivery executives in their insulated bags for your doorstep delivery. The entire milk journey from farm to your doorsteps is thus completed in less than 18 hours.

category: Provilac Brand, Processes, Farms
subCategory: Processes
question: Does Provilac standardise its milk?
answer: Milk composition varies from day-to-day and season to season which results in thick and thin milk at the farm. Large dairy companies either add milk powder or separate cream to make milk to keep standard thickness throughout the year. But at Provilac, we believe milk is a gift of nature and it has to be consumed in the way nature intended it to be. To keep the integrity of milk intact, Provilac does not standardize its milk.

category: Products, Pricing, Packaging
subCategory: Products
question: Why is Provilac A2 milk different?
answer: Provilac A2 milk is milked from the traditional Gir breed of cows that are indigenous to India, while most of our competitors are supplying A2 milk acquired from European crossbred Holstein Friesian cows.

category: Products, Pricing, Packaging
subCategory: Packaging
question: Is there a difference between bottle milk and value pack milk?
answer: While there is no difference in the product, milk bottles are convenient while storing in your refrigerators and are easily recyclable.

category: Orders, Delivery, Returns
subCategory: Orders
question: How do I manage vacation?
answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the period by selecting from & to dates.

category: Orders, Delivery, Returns
subCategory: Orders
question: How can I stop my subscription?
answer: You can visit the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see the subscriptions menu from here you can delete the subscription to stop subscription.

category: Orders, Delivery, Returns
subCategory: Delivery
question: How quick does the milk get delivered?
answer: Post milking, it takes us below 18 hours to deliver the milk to your doorsteps.

category: Orders, Delivery, Returns
subCategory: Delivery
question: How do I update my delivery address?
answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see manage addresses options from where you can select & make changes to your address/s.

category: Orders, Delivery, Returns
subCategory: Returns
question: I have received wrong order. How do I return?
answer: Please go to the calendar from the Provilac app homepage, select the date of the order you want to dispute, give 1 star to the product you want to dispute & then you'd see a get help button where you can raise a ticket with us on chat & upload the picture of the wrong product. Our support team will resolve the ticket within 24 hours.

category: Payments, Refunds, Wallets
subCategory: Payments
question: Payment gateway not working. What do I do?
answer: This might be a temporary event, so you can wait for a while & try again. Else, you can schedule a cash pickup by talking to our customer support helpline at +91-8411864646 (between 7 AM to 10 PM) & they'd be able to help you out with scheduling a visit from one of our collection agents.

category: Payments, Refunds, Wallets

subCategory: Payments

question: When may I supposed to make the payment?

answer: For an uninterrupted milk supply we recommend you always keep a positive balance in your Provilac wallet. So, you can make a payment anytime you see a low balance in your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Refunds

question: How long does it take to process refund back in wallet?

answer: Mostly, it takes between 24-48 hours post dispute resolution to get the amount credited to your Provilac wallet.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: Can I recharge my wallet with Cash?

answer: Yes, we do have a dedicated team of cash collection executives which you can summon by contacting our customer support helpline at +91-8411864646 (between 7 AM to 10 PM). But, the amount will be credited to your account only within 24-48 hours.

category: Payments, Refunds, Wallets

subCategory: Wallets

question: What does my average monthly bill mean?

answer: Your average monthly bill refers to the average of your historical purchase amounts on our app. We usually calculate it on monthly basis.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: How do I hold my subscription?

answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I add subscription for ghee or curd?

answer: Yes you can subscribe for ghee or curd in the similar fashion as you subscribe for milk.

category: Subscriptions, Cancellations, Vacations

subCategory: Subscriptions

question: Can I gift a subscription?

answer: Yes you can gift a subscription by adding an additional address in the Provilac app & choosing a subscription.

category: Subscriptions, Cancellations, Vacations
subCategory: Subscriptions
question: How do I update my delivery address?
answer: You can go to the Menu drawer on the top left corner of the Provilac app homepage. Here you'd see manage addresses options from where you can select & make changes to your address/s.

category: Subscriptions, Cancellations, Vacations
subCategory: Cancellations
question: How can I cancel my order for tomorrow?
answer: You can make changes to your tomorrow's order by going to the calendar & selecting the date for which you require to make changes.

category: Subscriptions, Cancellations, Vacations
subCategory: Vacations
question: How long can I hold my subscription?
answer: You can hold your subscription for a max. period of 15 days.

category: Subscriptions, Cancellations, Vacations
subCategory: Vacations
question: How do I hold my subscription?
answer: You can hold your subscription by using the 'Manage Vacation' button on the Provilac app home page. You can select the time period by selecting from & to dates.

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: Who can refer on Provilac?
answer: Any Provilac customer is eligible to refer on Provilac. By customer, we mean that you must have completed one transaction and the order must have been delivered to you successfully .

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: What is the benefit of referring someone?
answer: Provilac's referral program benefits both, the referrer and the referee. If you (the referrer) invite a friend by sharing the code, your friend (the referee) receives ₹100 in their wallet upon signing up on the app.

As a thank you, you receive 200 Procoins when your friend completes their first transaction and their order is delivered successfully.

category: Accounts, Procoins, Referrals
subCategory: Referrals
question: How can I refer a friend?

answer: Once you have completed your first transaction with Provilac, you will receive a Referral code in your email. You can also find this code on the Referrals page. Copy this code and share it with friends via WhatsApp, SMS, email or however you like.

category: Accounts, Procoins, Referrals

subCategory: Referrals

question: How many friends can I refer?

answer: Good news! There is absolutely no limit to how many friends you can refer to Provilac.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: Why was Provilac established?

answer: It was the year 2013 when Siddhart Runwal (Founder of Provilac Dairy Farms) came back to India after completing his post-graduate degree in biochemical & dairy from New Zealand. At his home in Pune, he noticed the rampant use of antibiotics and hormone injections in the Indian dairy industry. Also, milk loses its integrity when larger dairy companies decide to add milk powder to standardize milk. Adding to this, the fragmented supply chain when milk changes hand at least 10 times before it reaches the consumer and requires 48-72 hours before it reaches the consumer, in unsuitable temperature & conditions. It was then that Provilac was established to overcome the above pain points. Provilac ensures that every drop of milk, which reaches the consumer, is free from toxins, adulterants & chemical injections. We take complete ownership of the milk from milking till it reaches your doorsteps, within 18 hours.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What differentiates Provilac from its competitor?

answer: Post-Provilac, several players have entered the segment. But, these organizations lack the passion to deliver the finest quality milk in its purest form.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What is Provilac brand's philosophy?

answer: "Doing what's right." is the brand philosophy followed by everyone in the Provilac family. Every team member – from the farm boys to the delivery executive follows this ideology. Whenever one needs to choose in the day-to-day process, before making the choice they ask themselves if their action will add value to the product or customer experience or otherwise which helps them make the right decision.

category: Provilac Brand, Processes, Farms

subCategory: Provilac Brand

question: What does direct-to-consumer mean?

answer: Provilac is a direct-to-consumer brand where it delivers its products directly to the consumers without handing them over to any third-party distributors or retailers.

category: Provilac Brand, Processes, Farms

subCategory: Farms

question: Does Provilac have its own farms?

answer: Provilac holds exclusive contracts with its farms in which it has invested heavily to improve & automate the processes and systems. Also, there is a quality check team from Provilac which ensures the systems are followed & quality is maintained throughout the process.

category: Provilac Brand, Processes, Farms

subCategory: Processes

question: What is the process of making Ghee at Provilac?

answer: A separate batch of milk is used for skimming fresh cream at the farm. This cream is fermented for 24 hours using bacterial culture. The cultured cream is then churned to give white butter (loni). The Loni further is heated to 107 degrees centigrade to remove moisture contents until it turns into a golden brown liquid. Thereafter we gradually bring down the temperature of the ghee to ensure a consistent grainy texture of ghee.

category: Accounts, Procoins, Referrals

subCategory: Accounts

question: How can I delete my account?

answer: You can initiate account deletion process by sending an email to: customercare@provilac.com