

Exceptional offers. User-friendly interface. However, it would be much more convenient if users could select the restaurant outlet instead of automatically displaying the one with the fastest delivery time. Delivery speed isn't always the most important factor; sometimes, the quality of food varies significantly among different outlets!

Deliveries often miss one or two items, typically the most expensive ones ordered. Customer support seems to only respond with generic "we're sorry" messages, and no refunds are offered for orders that are over two hours late. After providing such poor service, they still ask you to rate their app constantly. An hour later, they inform you of a payment glitch and that your order has been canceled. It's utterly frustrating. All you "service providers" are toying with both customers and delivery agents.

While your app and delivery services are generally adequate, there's one major issue. Occasionally, it indicates that my order is slightly delayed, but once that timeframe ends, I receive a notification that the restaurant has canceled my order. Imagine waiting nearly an hour only to find out your order has been canceled. This has happened to me twice, and despite raising the issue with customer care, I've received no resolution. Please address this problem.

The customer service is extremely lacking. I placed an order that was never delivered and did not receive a full refund. It's a straightforward issue, yet I've been trying to reach out for a month with no response. I keep getting automated replies with new ticket numbers each time. Their customer service is the worst among all similar apps, leading me to stop using it altogether.

I had a poor experience with customer service. After receiving the wrong order, I raised a query three times, providing video evidence, but they claimed they couldn't verify the issue and closed the chat option. This has happened before. I find it hard to believe they can't address customer concerns about wrong orders. All they say is they will improve in the future, and there's no one to speak to about the issue. Very disappointing customer service.

Recently, the service has deteriorated. I've experienced multiple delays of three to four hours, items being poorly packed or sealed, and receiving incorrect or subpar items. Even more troubling is the removal of the customer support contact option, leaving only an ineffective bot for assistance. If there's an issue with an order, getting meaningful support is nearly impossible, as the bot merely responds with "sorry for the inconvenience."

The customer experience has been poor. I ordered items from a bakery, but they arrived spilled. When I tried to share images, I could only upload a video. Then, I was instructed to email support, which promised resolution in 72 hours. That response feels automated and nothing has been done.

Absolutely atrocious customer support! I was billed twice for the xxxx membership, and both email and chat services have been unresponsive. Weeks have passed, and I still haven't received my refund. I'm constantly told my case is a priority, but this app's performance has declined significantly, with longer delivery times too.

As a long-time user, I've generally been satisfied with the service provided, including polite delivery agents and timely orders. However, I sometimes face issues where many outlets show "no delivery agent nearby," but I can place orders from a different device without a problem. Please investigate this matter. Overall, I appreciate the service provided.

The app lacks a reliable billing mechanism, making it difficult to order food that requires reimbursement from work. I downloaded an invoice that listed all items as missing, only showing packaging charges. When I contacted support, they casually suggested I get the invoice from the restaurant myself. This is disappointing, especially as a xxxx member and loyal customer for several years.

Firstly, the app has no control over restaurant delivery quality, which I have experienced firsthand. Secondly, the customer support is only available via chat and lacks helpfulness. I wish they would improve this. Update: when I receive good service, it's commendable, but when it's bad, it's incredibly frustrating. The app seems to swing between extremes.

The customer service is abysmal. Even as a xxxx member, reaching customer support is nearly impossible, and their AI often fails to resolve issues. In cases of spillage or missing items, you are offered a small coupon instead of a refund. As a xxxx member, I am far from satisfied with the service.

I've been unable to use my credits for food orders. The only way to resolve this is through chat, and there's no option to speak with customer support. I've used chat over 40 times to address the issue, only to hear, "I understand your concern," followed by an immediate end to the chat as they claim to transfer it to a relevant team. I even emailed support but received no response. My advice: avoid this app!

As a frustrated xxxx member, I feel that paying for membership should guarantee extra services, not just be seen as an additional fee. I don't understand why I incur a 100% cancellation fee when I cancel an order, yet I'm not refunded the full amount when they fail to deliver on time. Additionally, there's no phone support available, which is very frustrating. I feel it's unfair to pay for xxxx membership given the lack of satisfactory service.

I'm puzzled by how various outlets receive such inflated ratings. It seems that technology cannot solve everything! The food delivery situation in India has become a disaster, as restaurants seem intent on deceiving customers while aggregators mislead with enticing offers, late deliveries, and questionable ratings. I may not have received the ideal meal for lunch, but I have certainly gained some food for thought.

The service is good, but the prices of products can be disproportionately high, sometimes even double the normal rate. They market themselves as a food delivery app while charging restaurants 30%, leading to inflated menu prices. Previously, there was transparency with pricing, where menu prices were listed, and additional charges were applied separately. I hope a competitor emerges to disrupt this cycle.

I didn't want to do this, but as a long-time user with a xxxx subscription from the start, I've recently switched to another service due to numerous issues. The prices are exorbitant for similar items, and the subscription cost is unreasonable for the limited perks offered. The app itself has many problems, and customer support is lacking. Unfortunately, I will not be renewing my xxxx subscription.

The support chat only allows you to raise specific issues listed by the bot, forcing you to select an incorrect option just to speak with a human. Additionally, the delivery times displayed for each restaurant are misleading, often taking twice as long as indicated, which is quite disappointing.

When I order from two different restaurants to the same address, only one delivery partner is assigned for both orders. This not only causes significant delays but also compromises the quality of the food. It's an awful practice! If you're charging separately for each order, the service should reflect that. My experience has been very poor!

This app is the worst. Items are often missing despite my reminders to the restaurant and delivery partner to double-check. They consistently forget to send the full order, and there's always something wrong or different from what I ordered. Even when I provide photographic evidence, they refuse to acknowledge the mistakes, claiming the order is correct. I'm extremely disappointed with their responses and will never use this app again.

I've been ordering from this service for quite some time. They have good offers and a decent variety of restaurants, but their customer care is severely lacking. When issues arise, they aren't helpful or proactive. I even had to resort to Social media siteto get a refund for missing items.

If a restaurant is closed, it shouldn't appear on the list. We end up paying for items from places that aren't open, leading to cancelled orders, which is incredibly frustrating. Also, if we've previously rated an item from a restaurant, it would be helpful to see our rating next to the item, as it used to be.

I wouldn't recommend this app; instead, consider alternatives. My experience with customer support has been very negative, as they fail to address issues smoothly. Delivery agents sometimes forget items, which never happened with other services. I would strongly advise against using this app.

While this app offers a wide range of food options and decent delivery, they charge exorbitant fees on top of restaurant prices. I have now switched to ordering directly from restaurant apps and would appreciate it if they could reduce these extra charges. I've had another poor experience in this regard.

I appreciate the effort put into developing this app. Features like the "don't ring the doorbell" and "pet at home" options are great. I had the idea for the "order for someone else" function long before it was implemented, so kudos

for that! Best wishes from a genuinely happy customer!

This app has generally worked well for me, but I recently purchased their xxxx membership, which remains inactive despite the payment being deducted. The AI assistant has limited options, and after extensive searching, I emailed customer service. It's now been 48 hours without a reply, which is quite frustrating as I'm still incurring delivery charges.

Revised review: Perhaps due to a high volume of business, the service has declined. For instance, my current order has had the delivery agent traveling away from my location for the past hour. They've also started using electric vehicles, which can only travel at 20 km/h, turning a 3 km trip into an hour-long wait. I'm reconsidering my usage of this app, especially since we can't cancel orders after payment.

The support chat has limited options and lacks direct access to a support executive. I recently had an issue with a past order where items were missing. When I filed a complaint, they responded three days later, denying a refund for the missing items. This has been the worst experience I've ever had with any service.

The services have been pathetic (I'm a xxxx customer). I was charged the full order fee after mistakenly selecting the wrong delivery address. Despite my attempts to cancel the order, there was no option to do so. I contacted support within 15 seconds of placing the order, but they refused to cancel or change the delivery location, advising me to be more careful next time. Why not provide customers with a cancellation option within a specific timeframe? It seems like they only care about profits.

The app is decent, but customer service is horrendous. They fail to assist when help is needed, and the minimum order requirements are excessively high. Restaurants suddenly become unavailable, and the chatbots are useless when it comes to resolving issues. I won't be renewing my subscription, just like I won't with other similar services.

While this app used to be one of the best, it now fails to show nearby restaurants that deliver, and most often those nearby don't accept delivery. This seems like a ploy to increase delivery charges and promote restaurants that offer a higher commission. I find it frustrating to use this app, which has become quite inconvenient.

I enjoy using this app; their delivery is smooth and the food is good, but it's important to choose wisely based on your location. There are times when prices at offline markets are higher, but ordering from this app—even with delivery charges and taxes—can be cheaper for specific items. We just need to make informed selections.

I am extremely dissatisfied with this app. I've held a xxxx membership for six months now, and they advertised a delivery guarantee: if your order isn't delivered on time, you'll receive a coupon worth 100% of the order value. However, after having the xxxx membership for so long, I find that this guarantee is no longer supported. Orders arrive unexpectedly late, and there's no way to contact an associate for assistance; if the order is wrong, they simply state they will try to improve. This is the worst experience.

Although the app provides good service, it is quite inaccessible for visually impaired users like me. It doesn't function well with my screen reader. Issues such as automatic page shifts, the app freezing while using accessibility service app, and not being able to read search results are just a few of the challenges we face. Despite several petitions for improvement, there has been no action taken. Other apps have made strides in accessibility; please address this issue as soon as possible.

The application functions exceptionally well, and the user interface is quite user-friendly. However, it's crucial that delivery partners are well-informed about utilizing map locations. In Bangalore, I encountered no issues as the delivery partners were courteous and proficient with the app. Unfortunately, in Kolkata, this has not been the case to some extent. Furthermore, there was an incident where my food was marked as delivered in the app, but the delivery partner never actually delivered it. When I attempted to reach out, he did not answer my call. Please be cautious.

In comparison to the information provided in the app, it is significantly better. However, they continue to maintain incorrect or outdated contact numbers for restaurants and other outlets, which have not been updated. I am unable to contact restaurants due to the wrong numbers listed in the app, and even their agents lack knowledge of the

correct contact numbers for these outlets. This is quite disappointing. Nowadays, they also struggle to maintain proper delivery timings. Their agents are often unable to provide the necessary information for any inquiries we have.

Recently, I ordered food and faced a network error during the payment process, leading me to place a second order. Shortly after, I received a notification that my first order had also gone through. When I contacted customer service to cancel the first order, they provided vague responses and were unwilling to assist in resolving the issue. They did not acknowledge that it was a fault within their application, as they failed to provide any confirmation during the payment process. This has been a terrible experience.

This app is fantastic! I absolutely loved it. The customer care service is commendable, and the delivery personnel are exceptionally polite and kind. The app is efficient, and I appreciate the visuals, options, and coupons available. I highly recommend this app for fast and secure food delivery! I am very satisfied, especially since it includes over 1.4 million restaurants across India. You can order food from virtually anywhere!

xxxx membership is a scam! After placing my order, the delivery person was assigned another order. He waited to pick up that order before delivering mine, resulting in a delay. Yet, I received no coupon for the inconvenience. There is no option to file a complaint within the app, making this a fraudulent practice. I will never choose this service again; I refuse to support such behavior.

The customer service is abysmal! I placed an order that was not delivered, but the amount was deducted from my account, while the app showed the payment status as canceled. I've been trying to reach them for the past seven days, but no one seems to care. I only receive automated replies with a new ticket number each time. Their customer service is the worst compared to other apps, and I will not use this app again.

With the automation of their system, the customer process has become terrible. The restaurant requested a cancellation, but the bot couldn't assist and directed me to email them. It's been a week without a response, and I cannot reach them. Their customer service is horrendous. This is the last time I use this service; I am switching to a competitor, which I suggest others do as well since their customer service is excellent.

There are no great offers; it feels like a scam. Even with the so-called discounts, the total bill often exceeds the actual prices listed by the restaurant. There is a significant difference between the restaurant prices and what is shown in the app, plus additional taxes and tips. It's better to go and pick up the food yourself.

Quality has declined. It's rare to receive an order on time, and customer support is virtually nonexistent. I will be taking a break from this app, as it has gotten even worse. Almost every experience has been unpleasant.

This service is one of the biggest scams out there. I placed an order at 12:42 and tried to cancel it at 12:44, but they penalized me with a full payment for two minutes. They made me talk to an executive who tried to waste my time, and then they claimed my order was being prepared, charging me the full amount due to potential food wastage. Their cancellation policy is useless, as they have removed the direct cancel button to scam customers.

It's the worst! I cannot use my wallet to pay; I must use a card or UPI. The discounts offered are not worth the xxxx membership, and other apps provide better options. Delivery has limited offers, and the packing charges are where they make their profit. Charging 36 rupees for packing a regular wrap is excessive. I will not renew my xxxx membership, as I see no value in continuing it.

You should really lower the prices of food items. They are consistently more expensive than the restaurant menu prices, and additional taxes are added to everything. Otherwise, it is a great and user-friendly experience. I wish there was an option to order from multiple restaurants in the same location without extra charges.

Generally reliable, though there are a few bugs that need fixing, particularly regarding OTPs and other client-side verifications. I have experienced a few missed items in the past, but mistakes happen. We hope you continue to compensate your delivery partners well; they are the true heroes in this operation. The 4 out of 5 rating is mainly due to the exorbitant service fee, which is steep for items that are not far away.

I have been a long-time user and am generally satisfied with the service. The delivery agents are always polite, and my orders arrive on time. However, I occasionally face an issue where many outlets show "no delivery agent

nearby," but if I use a different device, I can order as usual. Please look into this. Overall, I have received good service.

I had a terrible experience with their service. There is no support available. Customers cannot contact them regarding any issues since they do not provide contact details. They do not respond to emails, and delivery is often delayed. There are no refunds for orders canceled by restaurants, and I receive no updates if an order is canceled. I have never had a positive experience with this service and am surprised it continues to operate given their monopoly.

A few months ago, the app worked flawlessly. Unfortunately, it now frequently indicates that no delivery partners are nearby, causing daily inconvenience. As a result, a single delivery partner often has to handle multiple orders simultaneously, leading to delays. Regrettably, I have to uninstall your app and switch to a competitor for better delivery options and more readily available partners. I would consider returning if these issues are resolved.

It is your responsibility to ensure the quality of the food being delivered, especially since we are paying a premium online. If you visit the restaurant, you will find that dishes and items are often 30-40% cheaper than what you offer. I know this is not the restaurant's fault, as they are forced to raise prices due to the 30-40% commission you charge per order. If a customer receives stale or poor-quality food, you simply send automated responses and end the chat.

You offered free credits during the IPL, but every time I attempt to order, it indicates a high surge fee. Delivery fees are exorbitantly high even during off-peak hours, and the GST amount fluctuates on the same two items I want to order. Please be transparent about your calculations. I have noticed that GST is now being applied to restaurant packaging charges, which is a new charge. If a reasonable rate is found, it increases within minutes. I am very disappointed with these unfair practices and feel that switching to a competitor was a smart decision.

This is a good food delivery app, but there have been numerous poor experiences lately. Customer service is lacking; if there are issues with an order, there is no way to reach a representative. The automated support chat fails to offer proper resolutions and only suggests sending an email. There is no customer support number available, and for xxxx members, the on-time delivery coupon is not fully provided; only around 10% of the amount is given as a coupon, which must be used within three days.

The app is excellent. Restaurant coverage is commendable, and I have experienced accurate location tracking while ordering from various places. I would rate it outstanding overall, as it stands out successfully among other offerings. Thank you for reading, and I look forward to a reply.

This is a great delivery app; however, there have been numerous unsatisfactory experiences with deliveries lately, and it's challenging to reach a customer executive. Even when canceling an order within a minute or two, they impose a complete cancellation fee. I used to see great deals, but I hardly notice any now.

Food quality is decent, but your customer service leaves much to be desired. When I informed the delivery person that I didn't have change for cash on delivery late at night, your team decided to block that payment option. Kudos to your service! I won't be returning and would advise others against using it as well.

I had a terrible experience with my first order of Rs311. I opted to enter my address manually, filling in all the required fields. However, when the delivery person arrived, he called to confirm his location, which was the same as where I placed my order, instead of the delivery address. He canceled the order and charged me Rs311.

I've been a loyal user of this food delivery app for four years, primarily using prepayment. For the first time, I had to cancel a cash-on-delivery order due to an emergency and was subsequently blocked from using that payment option. It's disappointing that such a reaction came from just one cancellation. This is a deeply unsatisfactory resolution.

Avoid their xxxx service; it feels like a scam. They assign multiple orders to a single delivery partner to cut costs, resulting in delays. If the delivery is late, the full refund isn't guaranteed and must be used within three days, which is incredibly frustrating. I've shared my experience on all social media platforms.

My recent experiences have been disappointing. Prices continue to rise while quality declines. My last order had food that smelled rotten. I didn't receive a refund, so I'll be choosing to dine at restaurants directly or cook at home

from now on.

Customer service is abysmal; they failed to resolve issues caused by their technical glitches. I was charged a cancellation fee for changing the delivery address due to their error. The chat feature shuts down without consent if they can't find a solution, and there's no option for customer service calls. It's the worst service I've encountered.

I initially rated this app five stars, but recent changes have been frustrating. My yyy Plus account, which included free delivery, was switched to a xxxx subscription without my consent after nine months. The delivery guarantee was altered from a flat rate to a percentage off late deliveries, which is deceptive.

This company has struggled to become profitable over the years, and it's evident in their failure to address basic issues promptly. Their representatives often provide copy-pasted responses, lacking a personal touch. This poor customer support has likely contributed to a decline in returning users.

The service quality has drastically declined; I can't reach any agents via phone or chat. I've received incorrect orders, missing items, and the food is often ruined upon delivery. All I can do is send an email and receive an automated apology. There's no concern for customers, even for xxxx subscribers.

While the app has good delivery timing and recommendations, it frustratingly charges extra for deliveries just 2km away.

DO NOT USE THIS APP. They've gone downhill, and it was a mistake to try them again after five years.

My experience has been horrible. They took payment from UPI without my consent and provide no option for pre-orders or cancellations. After placing an order, I had to ask customer support about payment methods and delivery changes. The app is not user-friendly, and their policies are unclear.

The chat feature is useless; when an item was missing from my order, my options were to receive a partial refund, a coupon for less than the value, or forfeit my money entirely. There's no chance to speak to a real person or type out my issues.

I had a poor customer experience ordering from a bakery with poorly decorated and tasteless items. I took pictures and was directed to email support, which claims to resolve issues within 72 hours. However, that's just an automated response, and nothing gets resolved. I want my refund!

This food delivery app consistently shows inflated prices compared to restaurants and charges steep delivery fees, even for short distances. They often claim the food isn't ready when it is, and their customer service is terrible. It's better to order directly from the restaurant than to use this app.

The main issue with this app is the lack of quick resolutions. Other apps provide fast responses, while this one seems stuck in the past, with no improvements in sight, leaving customers to suffer.

My experience has been disappointing. I wish I could provide feedback on the food quality delivered, and when I do share images and videos, I receive generic responses promising to improve next time. I recommend using a different service that is genuinely helpful if delivery is subpar.

The app charges significantly higher prices than local restaurants, with at least a 20% markup on the menu. Delivery fees are excessive even within a 2km radius. It would be better to eat at the restaurant rather than order from this app.

Initially, the app had issues with locating my address, but that was resolved. Now, human errors occasionally arise, but overall, it's very convenient.

The app was fantastic at first, but since April 2023, I've faced delays with every order. Food arrives much later than estimated, and there's no direct customer support contact. The blame is often shifted to the restaurant or delivery partner. They should ensure that customers receive updates on whether to wait or cancel.

After using this app for over seven years, my last 12 days have been the worst, with missing items and repeated wrong deliveries. Customer support promised a call from a supervisor within a few hours, but it's been five days

with no follow-up. They clearly don't value their "customers."

This delivery service gave me the wrong order. After I complained, they offered a Rs370 coupon, but I had to pay an extra Rs100 to reorder the same food. If I choose a different meal costing less than Rs370, I still pay an additional Rs100. What kind of scam is this? They should either provide the correct food at the original price or the same food altogether.

Not only do they charge higher prices for the same dishes available at lower rates on other platforms, but their customer support is also ineffective. There are no notifications for late deliveries. I'm quite disappointed with this app.

Hi team, I've noticed that the app isn't displaying all the restaurants available for delivery to my location, which means most options are hidden. I have to search for restaurants by name to place an order. Why isn't the complete list of restaurants visible when I open the app? This is disappointing.

The chat feature is inadequate. I couldn't reach the restaurant due to a wrong number provided, and there's no way to report this issue, as I can only chat with a bot.

The app is loading much slower than before. Please address this. I even tried deleting and reinstalling it, but it still doesn't work. I've reached out to your team on Social media site, but haven't received a response.

As a xxxx subscriber, I find that aside from free delivery, there's no other satisfactory service. Please don't offer such subscriptions; the app is getting worse, with late deliveries and no proper responses. The only benefit seems to be free delivery, but I'm thoroughly disappointed with your service. If I order food when hungry, it arrives only after I can't wait any longer. Delivery apps like yours need to adhere to delivery times.

The application has disabled the 'Cash on Delivery' payment option for the past few months, making it impossible for me to place any orders. My repeated requests to reinstate this payment method have been denied. I am planning to uninstall this app once and for all.

It has become a frustrating routine, as things go wrong every time I try to order. Unfortunately, when I have no other option, I still end up ordering from here, and the app always manages to cause issues.

Feel free to drive yourself crazy with it; I've literally gone mad using this app. I can't explain how terrible the experience has been—it's the only app that raises my blood pressure.

There's no option to address our grievances. My order is still being prepared, and I can't contact the restaurant due to an invalid contact number. They haven't provided any details about the delivery executive either. I've made my payment and want to change my phone number, but there's no option for that. Will I ever receive my order? Please add a chat feature for support.

I only order through this app, never anywhere else. The last time my orders had many issues, but I overlooked them. This time, I ordered a burger, thinking I could get some work done outside. The app indicated further delays, but the delivery person arrived on time with the wrong order. Even after providing video evidence, my query was not resolved. I will uninstall this app from my mobile and rate it one star, as well as encourage my friends to do the same.

I purchased a premium membership, but here are some drawbacks:

1. The free coupon of Rs. 100 only works at the restaurant's convenience, making it useless.
2. The GST remains high, and there's no discount for premium members; we're still paying the same amount.
3. If an order is messed up, they won't replace or refund it; our only recourse is to complain and leave a review.

Overall, I have had a good experience with this app in the past; the service has usually been reliable, and I've never received the wrong delivery. However, there have been occasional delivery delays, which is the only drawback.

I have received incomplete or missing food items twice and have emailed them over 20 times with photos of the food and order ID, yet it has been 20 days with no response regarding my refund. Their customer service is awful,

even for a xxxx member; I can only imagine how they treat regular customers.

Every time I order, it seems to go wrong. This time, I received the wrong parcel, and the delivery person was unhelpful. I chose the cash-on-delivery option, which doesn't allow refunds, so I had to go to the kitchen myself to retrieve the correct order. Why is cash on delivery unavailable when paying the full amount? And why is it not allowed for orders over Rs. 800?

This app is terrible. I ordered food with an "on-time guarantee," waited over an hour, and then, 10 minutes before the deadline, they canceled my order for some reason. They didn't provide a coupon for the on-time guarantee, and when I inquired, they said that since the order was canceled, the coupon was not applicable and that the offer only applies if the order is late.

I purchased a xxxx membership, and it feels wasted. Most restaurants I usually order from are either closed or lack delivery partners at night. This happens daily, forcing me to order from competitors while still paying delivery fees.

The app has a great concept, but the execution is flawed. If you don't pay the additional Rs. 20 for on-time delivery, your order will never arrive on time. I filtered for the fastest delivery options, and although it showed a place with a 30-minute delivery time, once I ordered, the ETA changed to 35 minutes, and then to 54 minutes shortly after. This app is broken!

The customer service is the worst. It's better to try other food delivery apps that offer good customer support. This app doesn't even have a customer service number. The only way to report issues is via email, and the replies are just automated apologies that come 15 days later.

Delivery partners seem to avoid the on-time guarantee by marking food as delivered long before they're in the vicinity. They do this to escape the on-time guarantee, which they frequently fail to meet. It seems like getting a xxxx membership was a mistake.

If I could give negative stars, I would. This has been the absolute worst experience I've had with food delivery or restaurant booking, especially as a xxxx member. They show no regard for professionalism or honesty. I had a xxxx membership for three months, but they consistently failed to deliver on time, didn't provide promised coupons, and revoked xxxx benefits like intercity delivery days before my membership expired.

The user experience is abysmal. There's no understanding of the user base. Customer support is now automated and tries to connect you directly with delivery partners. I don't speak their language and have no way to communicate while the partner moves in the opposite direction, ignoring my order. Such incompetence!

Avoid this app and do not purchase a xxxx membership. The service for xxxx members is terrible; they didn't compensate me for my first xxxx order, which didn't arrive even after a 1.7-hour wait. When I chatted with support, they simply canceled my order and refuse to cancel my xxxx membership. The expected delivery time never goes below 10 minutes, and local restaurant prices have increased to more than double their original cost.

This is a fantastic food delivery app. I love ordering from it, and they offer great deals and discounts. However, I have one issue: cash on delivery is not available in my area. This prevents me from ordering food through this app. I hope this will be addressed. Thank you.

Best app! Just one problem: sometimes, I want to order food, and everything goes smoothly, but cash/pay on delivery is unavailable. I don't have a credit or debit card for online payments. Overall, the app is EXCELLENT and a must-use for food orders.

I ordered food on June 7, and due to a glitch in the app, my order duplicated, resulting in an extra charge. Additionally, the food was of poor quality and smelled foul. I've sent several emails regarding this issue, but all I receive are automated replies stating that it will be resolved in 72 hours, with no further response. I want a refund for both orders. Your service is the worst, and there's no way to speak with an agent.

Customer service is terrible. I placed an order that was never delivered, and they've refused to refund me. It's a simple matter, yet I've been emailing for the past six days with no response. I only receive automated replies with new ticket numbers. Their customer service is the worst compared to similar apps, so I've stopped using it.

If possible, I would give a negative rating. I hosted a party, and several items were missing. The restaurant claimed they couldn't help since it was an online order and advised me to request a refund. I filed a complaint, but the response was that they couldn't do anything. This ruined my party and wasted my money. I will never use this app again. The only replies I receive are AI-generated. I'll explore other apps or order directly from the restaurant.

I had a coupon that I applied, but my transaction failed the first time. I chose a different payment method, but the coupon was removed. I was unaware of the amount since I used a BNPL wallet. There's no support available; only a bot. Be cautious with orders from this app; I may not use it again.

This app is far superior for food delivery. My issue remains unresolved even after following up for over 11 days. I received my order with missing food items and raised the issue on the same day, sharing a video as proof. The app is ignoring my emails and messages and has stopped responding.

I'm so disappointed with this service. Despite being a xxxx member, I receive no support. They don't take responsibility and only provide coupons for missing items, which is worthless since I already paid for those items. This has been ongoing for a long time. This app is much better; no one engages with us, and it's frustrating. No executive is available to resolve issues. It's the worst service ever, and no one should ever consider a xxxx membership.

Terrible service: missing orders and no support. I placed an order on May 19, 2023, and several items were missing from the delivery (not the first time). I reported it, but no resolution was provided, claiming they couldn't reach the restaurant. I sent photo proof, yet neither they nor the restaurant took action. I even found plastic in one of the items.

The policies are very poor. For late deliveries, xxxx users receive some refund, but they must place another order within three days to claim it. Isn't that coercive? If items are missing from the order, they refund a portion and require the original payment method. They seem indifferent to customer satisfaction. I'm uninstalling this app and wouldn't recommend it to anyone.

This is one of the worst apps. I didn't receive my order, yet it was marked as delivered. Their help section cited surge pricing and instructed me to email them. I sent the email, but all I received were automated responses again and again. PATHETIC SERVICE.

The app is highly unresponsive, with chatbots that frustrate users during issue resolution. Their responses lack human touch, which is counterproductive and demeaning. The chatbot interface is unfriendly to customers, and while it may save money, it will ultimately drive many customers away. This isn't just an information delivery service; it's a food delivery service that requires a more thoughtful approach rather than a clumsy chatbot interface.

Overall, the app is good, but technical glitches should be addressed. Sometimes, menu items are unavailable, requiring us to change our orders based on the restaurant's offerings.

I generally have a positive experience with the app and use it regularly, but the support team is unresponsive and often ignores our issues. The channels for addressing issues and receiving support are severely lacking, which is a strong point for competing apps.

Everything was satisfactory until the offers became misleading. For example, purchasing xxxx doesn't guarantee free delivery or even a discount. Sometimes, xxxx only provides trivial benefits like "on-time delivery." Additionally, unless you order a large quantity, the cost-to-savings ratio is very high. I hope this app maintains the trust it initially promised.

I returned after two years, and the service has deteriorated. I advise everyone to cancel their memberships and find happiness elsewhere. It's often better to prepare and eat at home than to rely on this service. The food quality can sometimes be so poor that even complaints yield nothing; they merely apologize and offer a Rs. 30 promo for the next meal. They seem to imply that even if you spend a lot on food, it's still only worth Rs. 30 in terms of taste. So what's the point of ordering?

I ordered from restaurant X for delivery to location Y, but the order was mistakenly placed from restaurant A to my saved office location. When I canceled, they charged me 50% (Rs. 1000) despite it being no fault of mine. When I

contacted customer care, they claimed it was based on their terms and conditions, even though the mistake was theirs.

The service is commendable, but it would be even better if cash-on-delivery was available for any order amount. Currently, it's only available for orders below Rs. 300, which is inconvenient. Edit: Now, we can opt for cash-on-delivery for orders above Rs. 300. Thank you for considering our reviews and prioritizing our convenience.

The app currently doesn't function well on mobile data. I've had to uninstall and reinstall it multiple times for it to work, despite no issues with my phone or mobile data. Is anyone else experiencing this? The app works fine when connected to Wi-Fi. Please address this issue and fix it as soon as possible.

Edit June 5th: There was another delay with no accountability. I'm uninstalling this useless service's app. Updating my review—there was excessive delay in my recent order. Upon inquiring with the delivery partner, I learned the company assigned him two deliveries in one trip. Edit: Reducing my rating further. The app adjusts delivery time estimates to claim punctuality, even in cases of delay, showing a lack of accountability.

The service has become extremely poor. They used to be reliable, but now it takes an hour to deliver food from just five minutes away. You cannot reach customer support, regardless of the issue with your order. I am highly dissatisfied.

I love the new xxxx membership. Legends is great, but the food often arrives without proper preservation during transport, leading to spoilage. Additionally, while you cover major cities, there are incomplete menus. Cities like Kota and Jodhpur, Rajasthan, should be included as they would likely generate more sales than Jaipur. I understand Kolkata and Hyderabad, but cities like Bengaluru and Mathura are overly represented since that food is widely available everywhere.

This app has a bug that causes issues for customers, yet they expect users to be cautious instead of fixing it. A customer support representative named Shifa told me, "If you tip your delivery partner on any order, the app may consider this tip as a default amount and add it to any random order you place afterward."

I wish I could give it zero stars. This is the worst app for ordering food. It takes them 1-2 hours to deliver, and by the time the food arrives, it's cold and has lost all its warmth. For instance, when I ordered noodles, I received a sandwich instead. Their customer service is unhelpful; they just say to take the food or it will go to waste, showing no concern for freshness. I strongly advise against using this app—it's the worst I've ever encountered.

The costs have also skyrocketed. Why should we pay 100-200 rupees for a restaurant that's nearby? I understand there are natural phenomena affecting prices, but this is excessive for short distances. I'm frustrated with food delivery platforms in general, especially when their menu prices are inflated. It's often better to pick up the food myself at a fair price from the restaurant.

The customer support is abysmal. I purchased xxxx with my order, but it didn't appear in my account later. I emailed them, but my issue remains unresolved even after providing all necessary documents and receipts. It's been days with no response.

I also received missing items in my order. When I reached out to chat support, they only issued a 30-rupee coupon for items worth 139 rupees. It's unacceptable to close the ticket without addressing my concerns. After that interaction, I couldn't connect with chat support again; it was just a virtual assistant giving robotic replies. As a xxxx user, I expect better service. If this is how you treat your xxxx members, I'm done with your app!

Support options are terrible. The chat only offers predefined selections, making it difficult to communicate issues. You can't call for assistance, and the delivery partner can delay and ignore your calls. Even if you give a one-star rating for a delivery, there's no follow-up or action taken.

Updates take too long to load. The app used to be light and efficient, but now it has too many features and a complicated user interface, causing delays. Delivery times are often incorrect, and the timer can remain stagnant for 15-20 minutes, sending the wrong message to users.

Despite being a xxxx member, I had a terrible experience. When I contacted customer service about missing items in my order, they didn't take my concern seriously and refused to issue a refund. My order arrived incomplete and cold, and communication from customer support was lacking. I highly suggest using a different service for ordering food—this app doesn't deserve even one star.

xxxx membership is pointless. The on-time delivery guarantee is a scam. My delivery was 20 minutes late, and the delivery partner was outside the required radius for over 25 minutes. When I asked support to verify his location, they refused to acknowledge it. The chat closed abruptly without resolution. I find free Instant Delivery Service deliveries to be a much better experience.

The customer service is virtually non-existent. I received a call from the restaurant stating they didn't have my order and asked if I wanted something else. When I declined and attempted to cancel, I was hit with a cancellation fee equal to the entire order amount. Trying to reach customer support was futile. It's better to use a different service with reliable customer care.

I received a voucher from my office, but when I tried to use it to order, its value wasn't displayed. While trying to add more items, the order checked out without my input. It seems the app is programmed to make vouchers difficult to use. I couldn't even find a cancel button when trying to reorder.

This app is incredibly frustrating, with prices changing rapidly, high delivery charges, and a refusal to allow hybrid wallet payments or any other payment methods. If I use only credits, the food should cost less than the credits. Why must we order in multiples of 100? It's irritating and a waste of time.

The app design is engaging, which I appreciate. However, I ordered vegetarian food and received non-vegetarian dishes twice from the same restaurant. The first time, they handled it well and placed a new order at no extra cost. The second time, customer service was terrible—only irrelevant automated email responses, no replies from chat, and no option to call for assistance. I stopped using the app for a month due to this.

Live tracking is now unavailable. For the first time, I noticed that live tracking was missing after placing an order, and I wasn't informed of this beforehand. I've been a loyal customer, but perhaps it's time to switch services. This change is disappointing, as I used this app specifically for tracking my food. Without this feature, I might as well call the restaurant directly.

If a delivery partner can't fulfill an order, they simply instruct you to cancel it and promise a refund, but your time is wasted. There are better apps that assign a different delivery partner rather than canceling. Also, avoid the xxxx membership—it's worthless and feels like a scam.

This app has been helpful in quickly finding food I want. It's user-friendly, and restaurant ratings guide my choices. Restaurant photos give me a good idea of what to expect from the menu, and user reviews help determine if a place is worth visiting. I appreciate the ability to search for local restaurants and filter by cuisine, price, and rating. Overall, it's a valuable resource for busy individuals.

Customer service is almost non-existent. I had a missing item in my order, and they offered a 60-rupee coupon with a take-it-or-leave-it attitude. The missing item cost 79 rupees plus GST and delivery. They seem to get away with these fraudulent practices. Either provide a refund or ask the restaurant to send the missing item. This service is pathetic. I urge customers to stop accepting coupons. Change will only happen if we take charge as consumers. It's unbelievable—this deserves a -1 rating.

The app offers versatile options, allowing tips and cooking instructions to vary. It includes a great selection of street carts and food trucks, which serve the best and tastiest foods. Keep it up! I suggest adding an option for dine-in orders where customers can call the restaurant and pick up their food to avoid parking and reservation hassles. How about allowing users to upload a photo of their house front for more accurate delivery?

I had a very poor experience despite having the xxxx pass, which guarantees on-time delivery or a full refund. However, in one instance, they exceeded the delivery time and cancelled my order, claiming there weren't enough items at the restaurant. They only compensated the delivery partner without providing the promised 100% refund. I didn't receive my order because I had the xxxx pass. This is one of the cheapest tricks the company has pulled.

Since the update, the app has become worse. It shows closed restaurants and fails to filter properly. The requirement to order above 199 rupees for free delivery with xxxx membership makes the subscription feel pointless. I requested cancellation within a minute, but support claimed the subscription wouldn't be cancelled and offered no refund. I used to love this app, but now it has severely declined.

The service was better in the past. They can't manage surges well. My order was cancelled after more than an hour of waiting, stating there was no delivery partner available. I live alone and ordered because I wasn't feeling well. They claimed I requested to cancel the order, and when I questioned that, their response changed. I empathize with the support staff, but the management needs to improve. If there were a zero rating, I would have chosen that.

Recently, I had an issue with my order and raised a complaint with both the restaurant and the app, but there has been no response from either side. If the restaurant is performing well, everything is fine; however, if there are any issues with their service, no one from the app is available to assist.

This is the worst app. I placed an order at 1:15 PM, and after two hours, there was still no delivery or response from the delivery partner. I contacted the app's helpline, and they cancelled my order and issued a refund, instructing me to reorder. I have a xxxx membership, which promises on-time delivery guarantees or a 100% coupon. However, they cancelled my order after two hours without honoring the guarantee. I am extremely disappointed with this experience.

It would be beneficial if the app could introduce more filters to facilitate easier and quicker searches for restaurants and menu items. For instance, a filter for dietary restrictions or preferences would greatly help those with specific needs. Overall, this app is a great platform, but there's definitely room for improvement. I hope they can continue to evolve and enhance their services for customers in the future.

Edit: Re-rating due to delayed delivery and inadequate feedback. There are no refunds for payments that get stuck while placing an order, and there's no way to inquire about it since the support is just a bot without much help. I waited for an auto refund, but nothing came through. When I checked, I discovered that the payment hadn't actually failed—it had been debited from my account to the app instead of being a payment gateway issue.

I ordered food from xxx through the app, but it was never delivered. I went to the pickup point to collect my order and called the delivery agent multiple times, but he refused to deliver due to multiple orders. I tried to chat with the support team, but they offered no proper resolution. It took nearly two hours to get my food home, even though the restaurant is only 10 minutes away. This was a terrible experience, and I cannot recommend this app.

There's a lot of room for improvement. The service provided is lacking, with deliveries consistently late. Even though my order is within a 2-kilometer range, it takes two hours for food to arrive. The delivery charges are high compared to the lack of timely service. I regret opting for the xxxx membership, as there's no option for cancellation or refunds if they exceed the normal delivery time.

The app frequently crashes unexpectedly. This has happened multiple times, making it difficult to place an order. Do you even have a team to address these glitches?

The delivery charges from this app are outrageous for restaurants located less than 1 kilometer away. Additionally, the menu prices on the app are significantly higher than those at the restaurant. I find the app's pricing tactics exploitative and unacceptable. The combination of high delivery fees and inflated menu prices makes it hard for me to recommend this app to anyone. In the future, I will compare prices across multiple platforms before using this service again.

Everything seems fine, but I encounter issues with inflated delivery charges even when restaurants are within 1 kilometer. Furthermore, I've noticed discrepancies in menu prices between the app and in-person visits. I've stopped ordering through this app. I only use it when necessary, primarily because the delivery charges are excessively high—up to 50 rupees for restaurants within 1 kilometer. That's why I gave it three stars.

The app seems to prioritize showing restaurants that are far away, leading to higher delivery fees and surge costs, making a 100-rupee item cost up to 300 rupees even with a coupon! Alternatively, it will show nearby restaurants

without any discounts, resulting in similar pricing. We are all fools for continuing to order through this app. Searching for a simple dish like an egg burger yields mostly vegetarian options or egg masala!

After joining, I frequently encounter issues. Many times, delivery drivers don't answer my calls, despite multiple attempts. I manually entered my address, which matches my Aadhar details, to avoid confusion, yet they still can't find my location. All my other deliveries, like clothes, arrive without issues, but my food orders from this app often face problems.

I placed an order, but the app didn't indicate that the order was successfully placed, and items remained in my cart. I proceeded to pay again, only to find out later that I had been charged twice for the same order. This experience was pathetic! Customer care was unhelpful and refused to take the order back.

Ordering from this app is worthwhile only when it provides coupons. Without them, it's not economical. The delivery experience is generally good, with accurate geolocation and minimal need for calls. Searching for restaurants is quick, and I can easily select and order my favorite dishes.

I'm so disappointed with this app. Despite being a xxxx member, I received no benefits. They simply provide coupons for missing items in my order, which is frustrating because I've already paid for those items. This has been an ongoing issue. I find that other apps offer much better service. No one is available for chat support, which is incredibly frustrating. I highly discourage anyone from opting for the xxxx membership—it's a waste!

The app defaults to "Don't send cutlery" with every order, which is a choice that should be left to customers. Even if I uncheck this option, it gets re-selected with minor order changes. Are wooden spoons or forks the biggest threat to the environment? It's absurd!

Having a xxxx membership feels worthless. There are still plenty of good restaurants, but prices remain high and delivery times are long. Only lower-quality restaurants offer discounts and quicker delivery. Additionally, cancellation charges apply even if I cancel within a minute. It's a waste of money. I advise everyone to avoid this xxxx membership—it feels like a scam!

Everything about the app is good, but why isn't there a cancel order button? My husband ordered food from a restaurant today, and when I saw it had poor reviews, I wanted to cancel. I couldn't find a cancel button! I had to interact with the app's assistant to request a cancellation, but by then, the order was already prepared and on its way, resulting in a 100% cancellation charge. We ended up with mediocre food.

I've faced numerous issues since opting for xxxx membership. For instance, on April 23, 2023, I ordered a thali with a 30-minute delivery estimate. After waiting, I received a call saying the item was unavailable, and neither the restaurant nor the app had a suitable solution. I was offered a random dish as a replacement, which made no sense. The app promises a 100-rupee coupon for late orders, but in my experience, delivery times often change significantly before and after an order is placed.

This was my first order from the app, and it was very disappointing. They sent expired items, one of which was over a week old. They only offered me 30 credits in response. They should have allowed me to reorder instead.

I often feel frustrated with this app. Recently, I mistakenly entered the wrong address after getting the OTP. I contacted customer support within 10-15 seconds, but they took 9 minutes to resolve the issue. I don't understand why they don't offer an instant cancellation feature like other delivery apps.

I'm uninstalling due to persistent delivery delays and additional charges for timely delivery. The purpose of this app is to provide timely and proper food delivery. What's the point of using it if this continues? This is the end for me. I hope they take this feedback seriously and improve their service for remaining customers.

My experience has been terrible. Every time I order, something is missing, and customer complaints yield no solutions. I end up having to cook or facing embarrassment. For instance, during my last order, I received only 2 rolls out of 4 for 1000 rupees at 10:30 PM, leaving me with no option but to order pizza.

Never trust the xxxx membership for on-time guarantees. It's a scam. They claim to refund 100% of the order value, but when my order arrived late, I received less than half. Finding the coupon they promised is like searching for a

needle in a haystack. Their customer support is the worst I've ever encountered. This review may be lost among many others, but I genuinely detest this experience and the tactics they use to deceive us.

My experience has been awful. I've been using this app for years, and I've personally witnessed its customer service decline steadily. I ordered something and received the wrong items. After contacting customer service three times, they informed me that they wouldn't take any action and that the restaurant would reach out to me, which never happened. I regret purchasing their xxxx membership, believing I would receive better service, but that was not the case.

Overall, my experience has been good, but the customer service is lacking when issues arise with food. Connecting with customer care is challenging; they request a video of the food and packaging, only to claim that the restaurant is at fault and that the app is merely a delivery partner. This has happened to me four times in recent months. The restaurant I order from suggests I speak with customer care if there are issues or if I want a refund.

I encountered a problem with my order (missing items), and when I contacted support through the app, they attempted to reach the restaurant, but there was no reply. When I requested a refund, they denied it, stating they needed to verify the situation. After a lengthy discussion with the representative, they told me they couldn't keep the chat open and instructed me to provide a review for the restaurant. Essentially, if there are any problems with your order, they offer little assistance.

This app charges 60% more for orders compared to direct restaurant prices, even with discounts applied. On top of that, they add other charges. It creates a habit, and once you get used to it, you may overlook the discrepancies. Just visit the restaurants yourself to see the difference.

This food delivery app used to be great. In its early days, it provided excellent service and genuinely cared about its customers, offering effective solutions. Recently, however, I've noticed a significant decline in customer support, as they seem to avoid taking responsibility for any issues. This has left me quite disappointed, and I am now considering switching to better alternatives. I'm giving three stars solely for the benefits of the xxxx membership.

The charges have become excessive, making it more appealing to dine in rather than order through the app. Compared to when it first launched, there are now numerous additional costs included in the bill that we didn't anticipate. As a result, I will certainly be using the app less frequently.

I also find it unreasonable that you continue to charge me for a previous order that I canceled. I had placed a cash-on-delivery order, but once I realized the address was incorrect, I canceled it within two or three minutes. Now, whenever I attempt to place a new order through your app, it automatically adds the price of that canceled order. Please demonstrate some understanding! For this reason alone, I'm giving you two stars; otherwise, I would have confidently rated you five stars!

This app is the worst. Firstly, there's no direct support to speak with a representative. Secondly, there's no option for emergency assistance. I paid online for my cash-on-delivery order, but after the payment was deducted, the app failed, and I was prompted to pay again without any way to contact customer support. I had to make the payment a second time.

Since April 4, I've been facing payment issues. My orders failed twice, and ?395.11 was deducted from my account on both occasions. However, only one refund of ?395.11 was processed. For the initial transaction, only ?9 was refunded, leaving ?386.11 still uncredited. I have emailed orders&dining@ with screenshots and screen recordings, but I haven't received any resolution. Additionally, the payment gateway fails when I try to use credit cards. The chat and email support is terrible, with no proper solutions provided.

This is the worst customer care experience I've encountered. Although they offer a good delivery service platform, you cannot rely on them for assistance when things go wrong. Their automated response system is unhelpful, and customer care cannot offer adequate resolutions. Sometimes, the restaurant contact information in the app is incorrect, making it impossible to reach out to the restaurant.

Why is your app requesting my current location when I've already selected a previously saved address? It confused two addresses and failed to deliver to the correct one. Customer support provided no proper resolution, and if the app mixed up the addresses, how is that my fault? You should take responsibility for this issue and ensure delivery to the right address. I was only told it was my fault, even though the app displayed the selected delivery address without the added confusion.

The customer support is extremely poor. Their xxxx initiative started well, but later it was either refused or limited in menu options. Refunds for failed orders are never issued, and restaurants are frustrated with their payment terms. Recently, I've had missing items in my orders twice.

I am incredibly disappointed. First, finding the cancellation option was difficult. The delivery charges were excessively high for just 1 km due to surge pricing – Rs 64! The restaurant took a long time to accept my order, and now I'm being charged Rs 45 for cancellation. I'm considering switching to better options.

The app is decent and offers ample coupons, but it would be improved if they hired better delivery partners. Many of them take unnecessary routes, leading to slow deliveries and getting lost, which is unfortunate.

Once I subscribed to premium, I noticed that item prices seemed to increase automatically, making it nearly the same as before. Restaurants within a 10 km radius suddenly became unavailable, and my choices disappeared. It feels like a scam – the worst Rs 300 I've ever spent.

I had one of the worst experiences with this service. They continually extended the delivery time while blaming the restaurant. When I contacted the restaurant, they informed me that the delivery person had not arrived, and my order had been ready for quite some time. The delivery person wouldn't answer my calls, and I had no way to provide feedback or resolve my issue. I waited two hours for my order, which still hasn't arrived, and there's no way to reach the team for assistance.

The food prices are more competitive compared to other apps, and they also provide coupons. However, the search function can be confusing at times and requires improvement. Additionally, the delivery range could be expanded.

I had a frustrating experience with the maps feature; it clearly showed the delivery person was only 200-300 meters away, yet they unnecessarily went to fulfill another delivery that was much farther from my location. I ended up waiting a long time, even though the estimated delivery time was short. It wasn't raining, but the app indicated that weather conditions were causing delays—what is this, a cricket match?

The xxxx membership feels like a trap. We don't receive anything for free, and it's true. I've had to wait 1-2 hours for my order, even when the distance was just 2 km. The delivery service is unsatisfactory, and these coupon tricks just leave me hungrier when the food finally arrives. A food delivery app should solve problems, not focus solely on profit. Moreover, when I use coupons, the quality of the food often declines, which is unacceptable.

As a xxxx member, I've encountered such poor issue resolution that I not only discontinued my xxxx Membership but also stopped ordering altogether. Items have been missing from my orders, and the only response I receive is, "Sorry for your experience, we will work on it in the future."

I apologize for the negativity, but as a frequent user and xxxx member, I've had many missing items in my orders, and while most issues were resolved, today I faced a significant problem. One dish and part of a combo were missing from my order. When I reported it, customer care contacted the restaurant, which insisted everything was included, and the delivery partner echoed the same. It seems I must be the one at fault, right? There really needs to be a system in place to ensure quality service.

The app is okay, but it seems to have cunning strategies to maximize profit. Be cautious about refunds; they might advertise a 60% offer, but if you select it, you could end up with a flat fee of 60, and the previous message about the offer disappears. It feels deliberately misleading. Another app is much more straightforward, user-friendly, and economical. Since my subscription ended, I've switched to that app, and in just three days, I've spent almost five days' worth of money I typically would spend on this service. It feels very unprofessional.

I mistakenly placed an order and tried to cancel right away, but the support executive asked for various reasons and urged me not to cancel. The order wasn't accepted for a minute, then suddenly it was, and I was charged a

cancellation fee. Such poor service feels like a scam, keeping customers busy so that orders can be accepted and fees charged.

I order frequently, and while most of my experiences have been good, when issues arise, there's no help available. Today, I received the wrong order and had to go to the restaurant myself to retrieve my food. Last time, I was given a 30 rs coupon, which is insignificant given the amount we pay. If we don't receive our order, a 30 rs coupon is hardly an acceptable compensation—improve your services!

I wanted to add a missing restaurant that isn't listed on your app or other food apps, but when I submitted the details, it showed an error and prompted me to try again. Overall, I like the service, but please fix these small issues. I wanted to order from that particular restaurant, but it's not available on the site.

I bought xxxx membership, and it's AMAZING! It's cheaper than dining in at restaurants, and I benefit from additional offers. I consistently save money while enjoying the convenience of home delivery. I recommend everyone to get the xxxx membership—it's only about 200 rs for three months.

The search function fails to deliver accurate results at times, forcing me to look up the outlet on Browser and manually type it in. If I receive a poor-quality product, as customers, we lose out without any compensation. This is why I rarely use this service and prefer to visit outlets first before ordering online, so I know who to contact if issues arise. In other countries, I don't have to deal with the same worries I have here in India.

I want to share my review regarding an order I placed yesterday, 3/06/23. Delivery partners are supposed to deliver food on time and fresh, but that wasn't the case. I received my order 90 minutes late, despite the restaurant being only 1 km from my home, and the food was neither hot nor fresh. I suspect the delivery person may have taken on multiple orders at once. There was no customer care available to address my concerns; I urge you to reconsider using this app.

Fast delivery and timely updates on food orders make the app user-friendly. It's easy to place orders and view options, and the tech-driven tracking and payment facilities are impressive. I suggested an improvement to the search function for food names, which was previously ineffective, but now it's working well. I appreciate the prompt response—great customer support! Keep it up!

Initially, the service was good with fast deliveries, but lately, it takes forever for my orders to arrive. Prices are generally higher than what restaurants charge, and they still impose delivery fees. If they are charging us for delivery, why can't they ensure timely service? By the time the food arrives, it's cold and soggy. I can't even reach customer service for assistance. The delivery person took a detour while delivering my order. It's a horrible experience.

The app shows a delivery time of 30 minutes but often delivers after an hour with no option to cancel. Updated on 25/04/2023: The service continues to decline. The estimated delivery time is 45 minutes, but I receive my order after 70 minutes. There's no way to cancel without incurring fees. I will never pay in advance again. We need more competitive platforms to hold these businesses accountable.

This delivery service is terrible. After waiting an additional 30 minutes, my order still didn't arrive, even though the app kept extending the estimated arrival time. If you want to cancel your order, they'll charge you a fee instead of compensating you for your hunger.

They frequently deliver the wrong items. When I contact customer support via chat, I'm unable to speak with an associate and am directed to email instead. Writing an email is as ineffective as the chat option. I've been using this service for years, but I won't continue once my xxxx membership expires.

The resolution of issues is abysmal. Customer care representatives are incompetent and unaware of the mix-ups on their end. I waited 50 minutes after my food was picked up from a location 3 km away, while the delivery agent went silent. Customer support kept assuring me it would be delivered soon, but they were unaware of a double order and made no effort to resolve the issue. They assured me that my food, picked up an hour ago, would still be hot and fresh. I'm very disappointed.

This app has proven to be incredibly disappointing and feels fraudulent. My orders continue to fail, even though money has been deducted from my account. Despite sending numerous emails seeking assistance, I have received no help. As a college student, I cannot afford these repeated financial losses. I have decided to stop using this app and will advise my friends to do the same. Initially, I was drawn to it because of the coupon codes, but after these experiences, my trust has completely eroded.

I have received incorrect, inexpensive items instead of the more expensive ones I purchased over 8-10 times. The in-app support is inadequate; they offer no real assistance and merely respond with vague promises to improve in the future. Customer service is poor, and there's no option to call for help.

On a positive note, the app has been helpful for saving time and ensuring timely food delivery. The browsing options, including the addition of new restaurants, are commendable!

The customer service experience has been extremely disappointing. After the restaurant delivered the wrong items, I attempted to reach customer support, but they dismissed my pictures as inappropriate and refused to connect me with an agent. I also tried emailing about my issue, but received no response. If I have to resort to emailing for everything, what's the purpose of having a customer support portal? The service seems to deteriorate with each passing day.

I used to enjoy this service a lot, but now I genuinely dislike it. First, my orders are never on time, even when they claim to be. Second, when an order is delayed, I receive a Rs 100 off coupon, but despite using it within three days, it still shows as invalid. Third, the support service is the worst I've encountered. Paying for a xxxx subscription was a regrettable decision, and I will be uninstalling this app. Though one user's uninstallation may not impact your business, keep in mind that a single drop contributes to the ocean!

On a positive note, I have typically found this app to be both good and dependable. All my deliveries have been prompt, with the exception of one occasion when the delivery person's phone died, which hindered their ability to locate my address. Overall, the service has been excellent, and customer satisfaction has been impressive.

I experienced an issue while making a payment during my dining experience. I attempted to contact your support through the app, but I couldn't find a suitable option for my problem. Unfortunately, your agents keep transferring my case without resolution. I also reached out to your care bot on Social media site, but no action has been taken. The support for dining is quite disappointing, and it seems that there is a lack of responsiveness.

The app is enjoyable, but I have a minor issue to address! When a user adds items to their cart and clicks the 'place order' button, if they exit the app before reaching the final page due to a call or other distractions, the order doesn't get placed in the background. The user remains unaware of this until they return to the app. If they revisit after 30-45 minutes, expecting their order, they find it still pending. An 'order pending' notification could be quite helpful.

There are significant fraud concerns. I entered the correct address, but the app automatically selected an incorrect location. Consequently, I had to cancel the order. There was no refund, and I was blamed for the mistake. I even provided a screenshot of the correct order, but it was dismissed, and I received no refund. This resulted in a financial loss for me without receiving any product, while they profited from blaming the customer.

There was a mix-up with my order. I paid for two items that included an offer for two gulab jamuns each, but I only received two instead of four. Instead, I received two ketchups, which certainly cannot substitute for gulab jamuns!

I purchased a xxxx membership for three months about a week ago, but now it doesn't show free delivery for any restaurant. Nobody is responding in the chat box, and there has been no resolution to this issue for the last 20 days. Customer support is virtually nonexistent.

Avoid the xxxx schemes. If they notice an order is delayed and need to pay a large coupon, they cancel the order, claiming the restaurant couldn't fulfill it. This has happened to me twice. Their response is simply to call but never adequately address the issue. They seem unaware that they are part of the service industry and how to handle situations where customers wait for 40 minutes only to have their orders canceled. Their focus appears to be solely on money, which is disappointing.

I accidentally selected the wrong address, and even after discussing the issue with the delivery rider, I could not change the delivery location. As a result, my order was canceled, and when I contacted customer care, they informed me that a refund would not be provided.

Customer service is extremely poor. I encountered problems ordering food, and for the past three weeks, there have been no delivery partners available in my area. I emailed help@ and also reached out through the app, but received no proper response. I would never recommend this app to anyone; the customer service is appallingly bad.

The management is terrible; some items were missing from my order, and no one responded appropriately. When I called the delivery person, they claimed they were bringing the remaining items. Why deliver twice for a single order? They lied about delivering everything, yet I still haven't received my complete order. This will be the last time I use this service.

This service is beneficial for those unable to go to restaurants to buy food due to various circumstances or health issues. If you could extend this service to nearby villages, it would be incredibly helpful for those residents as well, as they also look forward to such services in their areas.

They expect us to wait beyond the promised time and send automated texts! I can provide screenshots if needed! Recently, I received food that was stale, and they don't bother to respond appropriately. I'm uninstalling the app immediately!

Searching for places to eat and ordering online is quick and easy. Keeping a history of previous visits and favorite places is a nice feature. Sometimes the app fails to detect the location correctly, but a little manual entry fixes that. The ability to filter by cuisine type, dine-in or takeout, is great, and the new food category filter is excellent. The ordering process has become simpler.

This app was fantastic in the past, but the user experience has declined considerably, even as a xxxx member. They often deliver the wrong items, charge extra, and provide no resolution! It seems they enjoy harassing their customers. This will be the last time I use this app; I'm uninstalling it now. Thank you for your support!

While the app is good for delivery, the customer service is abysmal. That's why I'm downgrading my review from 5 stars to 1 star. Connecting with a customer service executive to discuss delivery issues is nearly impossible, as they only allow you to select from pre-set replies. This kind of help is worthless if it doesn't allow for an explanation of the actual problem with the service.

Sometimes the service is decent, but at other times, it really frustrates. They fail to deliver food on time, and as a loyal member, I don't receive the coupons promised. They simply do not update the delivery time. Occasionally, damaged goods are delivered, and restaurants have the right to decline orders. Ordering drinks is the worst, as you might receive a hot coffee instead of the cold one you ordered. I might switch to another service.

Recently, the delivery times have been excessively long. While ordering, they mention an ETA of around 30 minutes, but it often takes over an hour, resulting in cold food upon arrival. When I raised this with support, they claimed the delivery person was only a few kilometers away and would arrive in ten minutes at most. Ten minutes later, the situation remains unchanged, and checking Maps shows little to no traffic between the restaurant and my address.

The app offers a fantastic variety and options for food, and the delivery is impressive. They also make significant efforts to maintain food quality as it was when handed to the delivery person. The app's usability and delivery tracking are exceptional.

The service is the worst ever. The estimated delivery time before ordering was 20 minutes, but after I placed my order, it changed to 70 minutes. Chat support didn't even cancel my order, claiming that I would incur a penalty. I

would be better off relying solely on other alternatives.

This app is incredibly effective for ordering food online, which many people like me never thought possible. It has been a game-changer for me; as a simple housewife, I can now enjoy meat, fish, and cheese online without any hassle. It's affordable and delicious, making me very happy with the convenience it provides.

Ordering food online may seem lazy, but it saves time for those with busy daily routines. This app is fantastic for food orders, with timely deliveries and consistently hot food. My experience has been marvelous, and the numerous coupons offered are a nice touch. The team is doing a great job, providing many delivery jobs and more. Overall, this is an amazing app, and I wish you all a wonderful and healthy future ahead!

The service was good, with no issues regarding the food or delivery. However, it's crucial to highlight important instructions. For example, if we are on a train, they should at least bring the food to our coach or near the platform. Please emphasize essential instructions when using this app.

What's the point of such apps if they can't assign a delivery person on time? It took an hour for delivery from a hotel just 3 kilometers away. When I called the hotel, they confirmed that the food had been ready for a while, yet no one came to pick it up. Support offers lackluster responses, claiming that food will be delivered as scheduled. This is truly the worst service; improvements are necessary to stay competitive in the market.

They charge extra for packaging in the delivery fee and blame the restaurant for it, but when I asked the restaurant, they confirmed no packaging charges were applied. This feels like deceit through misleading offers and discounts. Either provide an exact price that includes delivery fees or charge extra without hiding the true costs. This is my fourth complaint, and while I receive calls from customer care, nothing changes.

My experience with customer care has been dreadful. There is no number to call, and they fail to address crucial issues like food quality and taste. They repeatedly request videos and photos, even when certain phones cannot support that. Improvements in service are essential.

While the service provides multiple orders, which is understandable given demand, it creates timing issues. For instance, my order has been with the delivery person for 20 minutes, but they cannot leave due to a second order, causing my food to get colder. The idea of receiving food quickly from wherever you desire is undermined by this multi-order system. Improvements could be made by ensuring orders don't have significant time gaps and consulting with the cook about timing.

The app has been a huge disappointment, as it fails to deliver good service. Issues remain unresolved, with only chat support available and no contact details provided. Delivery personnel often leave food with security without any instructions, or they falsely claim that food has been delivered when it hasn't. It's extremely frustrating to pay for food ordered online and not receive the delivery.

The behavior of the delivery staff is unacceptable. Each day, the service seems to worsen. I successfully placed an order and made my payment, but later checked the status only to find it showing "Payment failed." Although my money was deducted, I couldn't reach customer service, as all I received were automated responses from a bot. I even emailed them but have yet to get a reply.

Their last response was quite disappointing: they claimed that they do not control the food preparation methods of the restaurants but are merely a delivery service that picks up and delivers orders. They suggested that ratings and reviews help users make decisions, yet if they are mediating delivery and payment, they should be responsible for refunds.

While I was trying to order food, the restaurant shown was located elsewhere without an address. After placing the order, the delivery partner informed me that he couldn't deliver to my location and canceled my order, leaving me without a refund. I lost my money and received no food, with customer support failing to provide proper assistance. It's clear that this service is losing the trust of its users.

On a brighter note, the app does have the potential to bring your favorite foods to your dining table, covering nearly all restaurants in Dehradun. It's reliable, and I recommend keeping an eye out for great promo codes! Delivery is usually on time. However, since moving to Shimla, I've noticed that the selection of restaurants and delivery executives is limited. More options and reduced delivery times are needed in Shimla.

While this app is popular and I understand its appeal, a platform of this size should have an adequate customer service system. Unfortunately, it has one of the worst customer service policies I've encountered. I advise everyone to consider other options, as there are apps available that offer similar deals with far superior customer support.

I've placed multiple orders through this app, but often do not receive my food. After contacting customer support and trying to reach the delivery agent, I found myself in a situation where the agent canceled my order and charged me extra due to their error. It seems that delivery agents sometimes keep orders for themselves, which is simply unacceptable.

Statements like "Due to high demand, we're only accepting orders above 225" are misleading; I live right across from the restaurant. Another frustrating note is that "Online ordering is only allowed on the app." It seems companies forget that they should prioritize convenience for their customers. They could learn from xxx's, which allows orders through both app and website.

There is also an issue with the map; it fails to display the main road NH 163 near my home. Initially, I thought it was showing the wrong location, but upon closer inspection, I found that the road is simply not represented, leading to confusion while tracking orders. This app has more popular restaurants in my area than others.

The app works well and the customer service is better than some competitors, but I suggest adding options for sorting by "low to high cost" and "nearest" simultaneously.

I am extremely disappointed with the pricing. Charges on this app are typically 20-30 Rs more per dish compared to the restaurant's menu, plus delivery fees and tips. Faced with such high costs, I decided to cancel my breakfast order and took my family to a nice hotel for lunch instead.

The customer support service is the worst among all ordering platforms, even for premium members. Despite being a premium user for a year, I've received unsatisfactory and unprofessional responses. I cannot recommend this app, as they do not refund for incorrect orders or burnt food. Their email responses are inadequate, and I've reached my limit. Even with remaining membership, I plan to avoid using this app in the future.

This app consistently makes errors with addresses, often merging multiple addresses into one random location. No matter which delivery address I select, it always ships to my current location.

On the positive side, I often receive offers on my orders, which I appreciate. However, I find that some restaurants charge excessively for GST and delivery, which is surprising since other apps do not have such high fees. Overall, it's a good app, but that pricing aspect needs improvement.

Currently, the service is quite satisfactory. Estimated delivery times are usually accurate, and the delivery partners provide excellent service. User experience on the app is also commendable.

PATHETIC CUSTOMER SERVICE. yyy from customer support was unhelpful, and I've consistently faced issues. I would recommend alternatives that are far superior. It seems the company doesn't care about the money we spend. My experience has been terrible, and I wouldn't recommend it to my friends or family. I do appreciate the hard work of the delivery personnel, who are the only bright spot in this otherwise disappointing experience with customer support.

I used to have a positive opinion of the service and frequently ordered food through this app. However, I recently discovered that we can't cancel an order even seconds after placing it, even if it's mistakenly sent to the wrong address. The customer service is inadequate, as they deduct 50-60% of the order amount if we attempt to cancel. It's baffling how food can be wasted just one minute after ordering. Who can cook that quickly?

Chat support is a joke. As a pro plus and xxxx member, I'm deleting the app because it seems they no longer care. The chat support is worse than AI and has led to a distressing experience. I'm switching to other platforms now. It

used to be good, but I can't understand what went wrong. Canceling undelivered orders has become impossible. Goodbye.

This platform is very poor. I ordered several items, but some were missing. The delivery person was irresponsible, and there's no guarantee for the money we spend. The refund process feels like a scam, and the service quality is lacking. There are many other options for food delivery; I suggest choosing those instead. This platform is a waste of time and money.

It is the worst app out there, providing misleading delivery times and order details. The restaurant is just a few minutes away, yet the app claims it is closed. It shows that my order is being prepared, but then it gets canceled. Does it really take 90 minutes to prepare a roll? I can't cancel it since it's taking too long. The rider delivers orders all over the city except mine. What a terrible experience.

I ordered a butter chicken combo on May 31, 2023, which was supposed to include orange juice, but the juice was missing. I called the restaurant "yyy" in Chennai four times, but they didn't answer. I raised a complaint through the app and website but received no response. Neither the restaurant nor the app seems to care about their customers. Additionally, the food was stale, with small stones found in the paneer roll, and the naan was extremely hard.

This platform used to be amazing, but it's becoming quite expensive. If we go directly to the restaurant, we get a better atmosphere and lower prices. I understand that they need to sustain their business, but most people still use this service. Please consider offering better prices. I hope for improved service in the future.

I have a serious complaint about the app's delivery service. It is the worst option for late-night orders. I placed an order due to an emergency, and this is the second time it has been canceled just because it was getting late—even though it was only 8 PM. If I need to order anything, this will be my last option. I hope this message reaches families like mine.

The service used to be great, but after subscribing to xxxx, I noticed a decline in quality. Recently, I've had to wait much longer for food deliveries. They claim it will arrive in 30 minutes, but it often takes over an hour. There's no customer care number, and we can't even cancel an order once it's placed. I'm giving two stars because it used to be good.

Customer support is ineffective; they seem only interested in closing chats and making customers feel frustrated. My xxxx membership is ending soon. Although I used the service frequently, I've decided not to renew it due to this attitude. It's better to order directly from the restaurant, as the service provider does not take responsibility.

I ordered two fish podhichoor, and they were excellent, with a generous array of items. They truly understand quality, taste, and what customers enjoy. I'm giving it a five-star rating because it deserves it. Keep up the great work!

My card keeps getting declined, even though it works fine everywhere else. When I canceled a COD order, it blocked all subsequent COD transactions, making it impossible to buy food through the app. At this rate, I might as well uninstall it now and in the future. By the way, what happened to free delivery on orders over 1000 INR? Now we have to deselect the delivery charge option with every order, or else we get charged! That feels like cheating.

The prices are unnecessarily high, and delivery charges are exorbitant! Now that the business is thriving, you should consider lowering delivery costs. When ordering directly from restaurants, prices are significantly lower. The main issue is that the restaurants often don't deliver or take too long, which is why we resort to using this service. This is just feedback—please don't impose unnecessary charges!

I'm uninstalling the app since it's useless without reliable delivery partners. Even when the restaurant has the food ready, the delivery service often ensures it arrives cold or inedible. I recommend everyone to step out of their comfort zone, pick up their food from the restaurant, or dine in because you'll soon realize that the charges per item, delivery fees, and late deliveries are not worth it.

There's extreme fraud happening here. There's no option to speak with a customer service representative, and the bot doesn't solve problems either. Even if you receive spoiled food worth 200 INR, you only get a 50 INR refund. This type of fraud is unacceptable, and they haven't provided any access to contact numbers to resolve issues.

The app was good but now lacks the offers it used to provide. Additionally, the timing displayed is unreliable; the app often freezes and claims to deliver on time but fails to do so.

I used to enjoy this app and preferred it over others for food orders. However, after ordering breakfast today, the food tasted awful—I vomited after just one bite. I wish you would take action against the restaurant and refund my money, but you only tried to refund a meager 50 INR through your automated service. I've attempted to connect with your staff multiple times via chat, but it always reroutes to the chatbot "xxx." This has been the worst experience ever.

I had a terrible experience when a wrong order was delivered, which was clearly the app's mistake. Instead of refunding my money, they provided a single-use coupon for a specific restaurant, essentially stealing my money. Even when it's their fault, they refuse to give a proper refund. This feels like fraud!

I used the app to book a dining slot, but when I contacted the restaurant, I found out there was no reservation. I wanted to reach customer care for help but found no support section, only a forced redirect to an FAQ page. I would rate this app zero stars to express my deep disappointment. Also, I attempted to pay my dining bill through the app, but it failed multiple times. The offers seem fake.

The service provided by this app is terrible. The worst part is that you cannot reply to customer support when there's a problem. There should be an option to communicate, but instead, I'm left typing into a void. It would be better if refunds were returned to the wallet instead of offering coupon codes. For instance, if I receive a refund of 110 INR but the restaurant already has a 120 INR coupon, how am I supposed to use that if I can only apply one coupon?

I've been using the app for a long time, and while it's user-friendly, some delivery partners are quite rude and lack basic customer interaction skills. They behave as if they are giving food away for free and often use foul language.

The app is generally good, but some delivery agents are dishonest. For example, I ordered food today, but my order status showed that it was delivered, despite me never receiving it. Since my order was prepaid, I lost money. This type of fraud needs to be addressed, and an OTP confirmation system during delivery would be a good addition.

Overall, the app works well most of the time. However, it sometimes incorrectly indicates that a restaurant is closed after I've added items to my cart. I had a particularly bad experience with one restaurant that had a 4.1 rating in the app; the food was foul-smelling and unappetizing. I received a promo code equal to my order amount, but one star is missing because restaurants are sometimes shown as open and then close right before payment. Thank you!

The streak of bad experiences continues. Now, as a newly launched feature, the only customer support available is a bot with very limited response options. Perhaps customer care could be improved with these bots, but it's frustrating. Great job... not!

This app is a complete scam; stay away from it. I ordered food with the wrong delivery address but canceled it within a minute, as the support team said it couldn't be changed. Despite this, they deducted half of what I paid for the food. This is utterly unfair, and I've told all my friends and family not to use this app anymore.

This is a very useful app for on-the-go cravings for fast food when you don't want to eat at home. However, I have a single complaint: you cannot order from multiple restaurants at once. Please consider making improvements in this area. Thank you for your attention!

The app is quite good compared to other food delivery services, but it would be even better if we could see pictures of the restaurant or kitchen. As customers, we prefer to eat from hygienic establishments, but the current user interface doesn't provide any indication of cleanliness. Sometimes they send hot food in plastic bags, which feels unprofessional and unhygienic.

The service has been very poor. The delivery agent didn't deliver my food, but the app status showed it as delivered. When I contacted customer care, they claimed the delivery agent was waiting outside my hostel, but I had been waiting for 20 minutes in the same spot. Eventually, they reordered the same food and promised delivery in 20

minutes, but it took over two hours. I was starving, expecting a delivery within 20 minutes, but they intentionally delayed my order.

The support team has failed to comprehend my concerns, often merely stating they will improve in the future. Despite over ten attempts, I have not received a solution, and they consistently refuse refunds I never requested. My issue is simply to have my order fulfilled correctly. Additionally, the restaurant partners are often rude and abusive. I am extremely disappointed with this service and will no longer use it, nor will I recommend it to others.

I've been a long-time user of this app, and my review reflects my honest opinion. The app features a great interface and is very user-friendly. While delivery prices are somewhat high, the food is typically good and hot. Customer support is also available to assist with any issues.

However, the pin location for deliveries is often inaccurate. The xxxx offer for delay coupons is not worth it, as it checks for delivery partners within a 100-meter radius, but they can be on a completely different street, resulting in delays of over 10 minutes. Moreover, why provide optional address fields if the delivery partner only sees the required main field?

I have ordered and paid three times from different restaurants, yet none of the establishments received my orders. I had to wait for confirmation, engage with chat support, and then reorder, wasting a significant amount of time. Throughout this process, the support team offered empty reassurances and deflected responsibility onto the restaurants, despite the recurring technical issues within their application.

This app has generally worked well for me. I often rely on the best sellers, recommendations, and chef's specials, which I find very helpful. I also appreciate the previous orders feature.

Unfortunately, the customer service has been terrible. I experienced a fraudulent delivery where my order was mistakenly placed with a local restaurant instead of xxx's. The incorrect food was delivered, and despite numerous requests, the correct replacement has yet to be made. I am extremely disappointed and will not use this app again; I have shared my experience with many others. This app seems fraudulent in its delivery practices, and customer service is abysmal.

Despite purchasing a xxxx membership, I find it useless. I constantly have to email for queries, only to receive automated responses. I suggest using a different app, which I have found to be much more helpful with excellent customer support and quick resolutions.

Recently, I ordered food from xxx through this app, but the food had a sour taste and did not meet my expectations. To make matters worse, one item was missing from my order. When I contacted customer service to express my dissatisfaction and requested a refund or replacement, they declined my request. I'm extremely disappointed with the level of service provided.

The service is extremely poor, and they request unnecessary microphone permissions. I advise against using this app; it is not customer-friendly. There is a lack of proper customer support, and the discrepancies between displayed items, delivered items, and pricing are frustrating.

The customer service is the worst I have ever encountered. One of my orders was canceled by the restaurant, yet the app showed it as delivered. I have sent multiple emails to customer care, but I always receive automated replies stating they will respond within 72 hours, which has never happened. I will be switching to another app after this terrible experience.

Support has been inadequate. I received uncooked food and was unable to contact a real person for assistance, only receiving automated responses. This is particularly frustrating as a xxxx member. There should be an option to escalate issues if the automated response is unsatisfactory.

In English, we typically don't use more than the third superlative degree, but this app is the worstest in the world. There is no response from the support team, and their cancellation policy is terrible. They deliberately delay orders while charging full fees. It would be easier to walk and pick up my order than to use this app. An order that was less

than 800 meters took an hour to arrive. I sincerely thank the team for keeping me hungry. I am uninstalling this app and advising others not to download it, as it feels like a money grab.

This is the worst app ever. Despite being a xxxx member, I couldn't speak to a customer executive, and they refuse to refund missing items. This is unacceptable. I paid for something I didn't receive. I could have used a different app that at least provides customer service, which this one does not. I lost money using this terrible app and strongly advise against purchasing a xxxx membership.

I have had a good experience with the app overall, although one order from xxx was 2.5 hours late after being dispatched. Other than that, the app functions smoothly and without errors.

This app is the worst. I deleted my account due to their poor service and behavior. I ordered something and received the wrong item. When I complained, the executive closed the ticket, claiming the restaurant sent the correct order. Despite providing images and details, the executive still insisted nothing could be done.

While the app itself is good, the customer care experience is horrendous. I have no idea how to resolve issues. The chatbot directs me to a customer care number, but no one answers. If a delivery person does not pick up within 2-3 minutes, my order is marked as delivered, even if I haven't received anything. What happens in that case? The money has already been paid.

It seems there is a significant glitch in the application. I have received the wrong items twice and been denied refunds. The food delivery app appears to be a scam. They are neither accurate nor reliable and do not prioritize customer satisfaction. I strongly advise everyone to steer clear of this app.

I have ordered hundreds of times from this app, but today marked my worst experience. In recent weeks, orders have been delayed, and after waiting over an hour and having arrival times changed three times, my order was canceled. It was a terrible experience, and I will not use this app for food delivery again.

This has been the worst experience of my life. I would give zero ratings if that option were available. Customer service and their email support do not read customer queries or emails. They always provide fixed responses like "we can't do anything other than this." They refuse to refund for missing items. In my case, they returned 40 rupees when the missing items cost 90 rupees. The xxxx membership is a trap; they take the money and then do not fulfill orders.

As a xxxx user, I find that if there is food spillage or damage, the app does not refund the full amount. We have to throw away the food for safety reasons, yet they only refund a limited amount (around 100 rupees), and this has happened to me three times. Their customer service approach is very poor.

The xxxx membership is essentially worthless; it feels like a scam. They do not offer the best restaurants or the most popular dishes, and free delivery is not available for most orders. The delivery fees are absurd (are you really expecting people to pay 110 in delivery fees after purchasing a xxxx membership?). They previously had a bad user interface, but now the product overall is lacking.

I am very disappointed with the service. I don't understand why the location isn't updating, even when I select my current location on the app's map. I have changed my home address, but the results remain the same. Please reach out and resolve this issue as soon as possible.

Inaccurate billing through the app has been a major disappointment. I recently experienced a significant discrepancy; the app displayed a bill of 262, but the actual invoice totaled 291. This lack of transparency in pricing is frustrating and unacceptable.

I have added an extra star as customer support has improved significantly, yet I still do not understand the tax and delivery charges. If delivery charges are being applied, why are there additional taxes? Even when applying a coupon, there seems to be no benefit. The delivery charges also vary for the same location.

I am having trouble using my existing credit balance when placing an order. Why must your app require me to add credit card details to pay using credits? This seems like flawed logic; my credit should function like a wallet. Even

without linking a card or account, the app should accept the funds available. However, this is not the case, and I am struggling to utilize my existing credit due to this issue. Please rectify this as soon as possible.

After today, I will likely never use this app again. They completely messed up my 800-rupee order, delivering it incorrectly. I tried to contact their so-called customer care team, but they refused to engage logically or politely. I attempted to reach a customer executive five times, but the chat always ended with the bot stating they couldn't help. When I finally managed to speak with a customer care executive, they requested videos and images, but even that wasn't sufficient.

The "notify me when available" option has stopped working and just buffers. It used to function well, but it hasn't worked since the last three or four updates.

Yesterday, I ordered two food items for two different addresses. After waiting for over an hour, the delivery executive claimed restaurant did not hand over the parcel, while the app indicated the executive was on the way. If it were just a one-time mistake, I would accept it, but the same issue occurred with the second order. We waited more than two hours before canceling the delivery through this app and ordering from another delivery service, which delivered from the same restaurant in 30 minutes.

This version of the app is quite disappointing. It has removed individual personal ratings for each dish, forcing me to go through the frustration of eating all the bad items again. I have wasted more money than I saved with the xxxx membership.

The xxxx membership offers a better price compared to other services, but it has the disadvantage of fewer restaurants delivering through it. The minimum order for the xxxx app is 149 rupees, while for others, it is 199 rupees, making the other options more appealing. The application structure has many faults, especially in the help section and Blinkit. The help section lacks many options for issues, and Blinkit requires extra purchases rather than integrating with the app like Instant Delivery Service .

The app is helpful in times of need, but it consistently shows extra charges on every order, which can be inconvenient. After ordering, the final rate often differs. I would appreciate it if you could lower food prices. Overall, the app is good.

This app has been useless; my last few orders have been delivered with spoiled or incorrect items. It consistently delivers the wrong order while offering apologies for the repeated mistakes, which do not improve the situation. Customer service has declined significantly. I have been using this app for five years, but the problems have been escalating recently. I guess it's time to switch to a different service.

The app was excellent in the past, but it has now become a pathetic service. Even local food apps provide better service. My food deliveries have been delayed every time I order now, often taking two hours to arrive. I am disappointed with this service and will be moving to a local app.

The app lacks customer support; only a virtual assistant is available, who cannot resolve customer queries. The app itself does not address the mistakes made by partner restaurants, nor does it listen to customer issues. I was a xxxx customer but will no longer use this app, as many other options are available.

The customer support service is the worst I have ever encountered. You are given the option to leave the food at the door, but this is ineffective, as the delivery partner can cancel the order without any communication. Then, you will be charged a cancellation fee, claiming you were unresponsive at the time of delivery. I cannot comprehend how one can respond without receiving a call. I advise against using this app, as it feels fraudulent.

I did not receive part of my order recently and attached photos in my email along with the restaurant's name. I have clearly explained the situation but have not received a proper response. What is the point of having a xxxx membership? I received a reply referencing a different restaurant's name. How was my explanation unclear? The customer experience is poor. I want to speak with a live agent immediately to resolve this and get my money back.

I have never witnessed a platform's decline so drastically. From exceptional customer service to failing to address customer concerns, the restaurants know the platform does not take action on customer complaints anymore, giving them free rein. There have been multiple instances of incorrect items and smaller quantities being delivered.

Customers are encouraged to upload videos, but no action is taken! The overall experience has significantly dropped. I give two stars for fast deliveries.

My experience has been mediocre. While delivery charges have increased, coupons are now rarely offered. Sometimes the food is delivered late and cold, and during the summer, the taste feels stale, as if it has been prepared and left out for too long. If I am paying a premium, I certainly expect fresh, quality food. I hope my review prompts improvements in service and food quality. Thank you.

I believe the app has improved a lot. I have not missed any food deliveries this year. I would greatly appreciate a reminder feature for ordering food within the app. This would help me, as I often forget during my work hours. I regularly use the app for my office lunches but tend to remember to order only during my lunch break. Implementing this feature would be quite simple.

This app runs a scam where if a delivery person requests to cancel the order from the backend, both your money and order are forfeited. I was standing in front of the delivery person, who was at the wrong house, and by the time I reached him, he had canceled the order from the backend. I lost both my money and my order. Additionally, the xxxx pricing is dynamic; I paid significantly more than my friend for the same service. Why are different prices charged for different users?

1. "I enjoyed a remarkable dining experience at this restaurant, thanks to the friendly staff and the exquisite, artfully presented dishes."
2. "The restaurant boasted a charming atmosphere, and the meticulous attention to detail throughout the dining experience was truly commendable."
3. "The food here is simply outstanding, featuring high-quality ingredients and innovative flavor combinations that had me craving more."
4. "I valued the expertise of the staff."

In a single word: PATHETIC! There have been numerous incidents that are simply unacceptable. First, during the carnival, their app malfunctioned and failed to provide me with the discount. Then, instead of refunding my debit card, they issued me 5,000 credits after a week of persistent follow-ups, primarily communicating with a bot. The expected refund was 5,499, but they pressured me to spend my own money by giving me credits! This is unethical and possibly illegal. Additionally, there are frequent issues with missing items and incorrect orders.

It's not even worth giving a rating of one star. They seem to listen only to the delivery person's side of the story while ignoring the customer's perspective. It's unclear whether they care more about the customer or just the delivery partner. I'm already frustrated with mobile network issues, and on top of that, you rely entirely on them for communication.

The benefits are minimal, and the price is quite high—most discounts only offer free delivery. After using this service for a long time, I accidentally paid for my subscription twice before the renewal date. To my surprise, they refused to refund my money, even though I wasn't using the service. I understand they need to pay their staff, but be cautious!

The customer support is the worst. The app is filled with glitches, and assigning two different route orders to a delivery partner complicates timely delivery. I asked to cancel my order because the delivery partner informed me it would take 50 minutes. After waiting 20 minutes for a cancellation response, I got nothing. This is truly pathetic customer service, and I won't use this service again.

This app is terrible and utterly useless. I can't book a single restaurant as it shows. The delivery service is also subpar; I even had a delivery person show up with a girlfriend at my doorstep for a food delivery—something I've never encountered before. The food quality is poor, and while the delivery service has improved, the prices are significantly higher than the actual cost. They should consider making it more reasonable.

As a xxxx member, my service experience has been very disappointing. I waited over 1.5 hours for an order, which seems to happen every time I use my membership. Additionally, prices differ between the app and the restaurant, with charges exceeding 100 per order. Recently, I ordered grilled chicken and received it after 40 minutes, but there were no side dishes included. Why does this have a 4-plus rating?

I had a terrible experience while ordering through this app. Other apps provide a far better service by specifying the actual delivery time, while this one keeps updating the delivery time indefinitely if it's late.

This service is a complete disaster—cheaters and swindlers. I consistently encounter issues with my orders. They take a 30-40% commission yet refuse to address any problems. Avoid this service at all costs. Their customer service seems automated, and it would be better to walk to a nearby restaurant and buy your food. This service is openly promoting dishonesty among restaurants.

Whenever I search for a dish and choose a restaurant, it eventually shows that it's closed and indicates there are no delivery partners available. This has happened every single time across 20-30 orders. The delivery issues persist without resolution.

Avoid this service entirely, especially when traveling. I placed an order a few days ago, but they refused to deliver the food to the train platform. They canceled my order on their end, and I have yet to receive a refund. This was a huge disappointment, especially since they don't even provide a customer care number.

This has been the worst customer service experience I've ever encountered. The delivery person marked my order as delivered, but I never received it. When I called, he claimed he had tried to reach me but I hadn't answered. However, I did not receive any incoming calls from him. After seeing the order status, I called him again, and he mentioned he had another order and it would take 15 more minutes to return. I agreed, but after that, he stopped answering my calls. Even two hours after placing the order, I still had not received it. This was truly a terrible experience.

Frequently, orders are not fulfilled correctly. Items are often missing, such as toppings or other sides, and the online customer support is severely lacking. They provide inadequate responses and do not address our concerns. If they deliver the wrong food or fail to deliver at all, we are left without options for that day, as there is no re-delivery or immediate refund.

This frustrating glitch has cost me double what I should be paying. Whenever I try to add rotis or parathas in larger quantities, the app resets my roti count to one whenever I replace another item in my cart. I only discover this when I open the package. As a result, I have to order rotis separately, which significantly increases the cost of a single meal. This is particularly frustrating when someone is really hungry.

Poor customer service, received a bland item. Tried to file a complaint, but only the video recording option worked. I uploaded the video, yet nothing happened; they simply disconnected the chat. I also emailed the team, but after more than 72 hours, I received no response—everything seems automated and fake. This has happened twice now, resulting in a frustrating experience.

It used to be good until the market became a duopoly and this app started taking its customers for granted. There's no Cash on Delivery (COD) option, no cancellation available if the food is delayed or for any reason, and reaching customer care is nearly impossible as they rely on chatbots. I'm currently trying open network delivery service until I find a better alternative; I would recommend a local food delivery app that guarantees timely delivery.

Delivery is the main issue. I don't want to offend anyone; I'm just using the rating option, which was recently made available. The delivery person often looks at me as if I'm depriving them of something, though I'm unsure what that is. I've experienced late deliveries before and filed an escalation, which resulted in some free coupons. It's been okay since then.

The app frequently asks about delivery or payment issues but lacks options for reporting their own problems. They claim to deliver on time, yet this is the second time I've received my food late, with no option to report it. Even if

there were, it seems intentionally complicated.

This is the worst of all food delivery apps. Nine out of ten times, orders are delayed. There's no way to interact with customer support—only automated replies. And they expect to compete with others!

Customer service is incredibly frustrating. They are unwilling to understand or assist. Careless restaurants sent onions in Jain food, despite clear cooking instructions stating otherwise. I can't even go out for food late at night, and support couldn't provide a replacement, leaving me hungry. What's the point? I can't guarantee what they will deliver. Just be wary; your food may contain allergens. It's risky!

The app is generally good for placing orders, which I enjoy, but the order replacement process is flawed. If you want to return food, you must report it quickly, yet even when I do, they take five minutes to inform me that I can't return it or receive a refund. This aspect needs improvement.

Everything is fine, but a better mapping interface is needed. If others can do it well, why can't this app? When booking an order, it's essential to follow up with the delivery partner using precise location mapping. The rest is acceptable.

The service is terrible. Avoid paying upfront; opt for pay-on-delivery instead. There's no customer support team or executives. My order wasn't delivered, yet the app marked it as delivered, and neither the delivery partner nor customer care responded. I recommend using another app with better customer support.

Whenever I place an order, it shows a fixed delivery time. However, this often extends to over double the expected time without reason, and the app fails to indicate any delays. The service worsens daily.

Delivery charges are excessive, and they claim that if your order isn't delivered on time, you will receive a refund. However, this promotion is misleading. When you have an active membership, delivery charges appear low, but without it, the fees are exorbitantly high.

Deliveries are consistently delayed. The food arrives cold and unfit for consumption. The xxxx membership program promises timely and prioritized deliveries, but this rarely occurs. It feels like a tactic to keep customers engaged. We expect better delivery service.

While I find the platform quite useful, I still encounter several issues, particularly with customer support. I understand that this service acts merely as a bridge between the restaurant and the customer; however, I expect the problems brought to customer support to be resolved rather than receiving generic responses like "Sorry for the inconvenience" or "We'll make sure this doesn't happen again." I prefer this online delivery app over others due to its user-friendliness.

Unfortunately, the service seems to be deteriorating, as it consistently fails to address customer concerns. Recently, I ordered from Fast food Chain's and discovered that several items were missing. When I contacted customer support, they informed me that they attempted to call the restaurant, but since there was no response, they would not assist with my issue and would treat it as a learning experience. They outright refused to issue a refund or send the missing items, which was very disappointing.

This app used to be quite reliable, but now it seems to find ways to disappoint customers. Incorrect products are delivered, and refunds are not issued. Additionally, the lack of options to communicate with a customer service representative leads to frustrating interactions with a chatbot that provides standard responses. The situation is worsening, and I truly hope for improvements.

On a positive note, I appreciate that the app frequently offers promotions, and it's incredibly user-friendly with no lag during payment processing. The location accuracy is impressive, which I love!

However, the worst experience was a two-and-a-half-hour delivery delay for a pizza that arrived late, yet I was charged the full price. There was no option to cancel the order, and the customer support was abysmal. It feels like

these practices are merely corporate tricks to promote their xxxx pass. I would advise against using this service and suggest looking for alternatives instead.

Terrible service. There are no discounts, and you end up paying extra for your order, along with additional taxes and delivery fees. Despite this, the service remains subpar; customer support fails to reach out to the delivery partner or restaurant unless prompted, and even then, they lack the common sense to address the issue appropriately. I placed my order at 9:20 PM, only to have it canceled at 11 PM due to an error on their part, yet I still have to wait seven days for a refund.

This app is a waste of time, with no support from customer service. The delivery time showed as 25 minutes while ordering, but after payment, no one from support responded. I've been waiting for over an hour and 40 minutes for my order. When I attempted to contact support, it instructed me to email them, promising a response in 72 hours, which is far too late. Customer support was once good, but it has declined significantly over the past few months.

While the app is quick and efficient, the charges are extremely high compared to restaurant prices. There should be more transparency regarding restaurant prices, applicable taxes (5% of the restaurant price), and delivery fees, along with organizing the menu into clear categories like in the original restaurant menu.

This app is arguably one of the best food delivery services out there, and I appreciate the offers it provides. A significant advantage is its reach to many rural towns, not just major cities. However, the quality of customer service has dropped drastically from excellent to abysmal.

I am extremely frustrated with the exorbitant delivery charges of this food delivery app. The delivery fee for my recent order was shockingly high, almost doubling the total cost of my meal! Such prices are unacceptable and feel like a scam. While I understand that delivery services incur costs, the fees have become unreasonable. As a long-time loyal customer, I find it disheartening to see these delivery charges rising significantly over time.

The app is visually appealing, and I have been using it for the past 2-3 years, but I've encountered numerous instances where restaurants were closed after placing orders. The list of available restaurants needs better curation. I've noticed that menu prices from restaurants are often 25%-35% lower than those listed on the app.

Based on my personal experience, avoid opting for any premium plans from this app, as I was defrauded. As a xxxx member, my order was delayed for over 90 minutes, and the support team was unwilling to provide any compensation for the delay, stating it wasn't part of their policy, even though the restaurant canceled the order, not me. After waiting an additional 40 minutes with an empty stomach at around 11:50 PM, I write this review to help others save their money.

I had a very poor experience. No one checked the delivery address, and I couldn't change my location. This app is third-rate; I would never recommend it, especially when it is far superior in every aspect.

Do not purchase the xxxx membership, as it feels fraudulent. My last three orders within ten days were late. After my first normal order, I tried the xxxx subscription but saw no benefits, and my current order is already 24 minutes late. They are completely dishonest, which is why we are working on policies for retail and e-commerce. Please, do not invest in xxxx.

I had a positive experience using this app; it makes finding places to eat and placing online orders easy and quick. Deliveries are always on time. Sometimes, the app doesn't accurately capture the location, but the delivery partners still manage to deliver safely and promptly. Overall, my experience has been fantastic.

This app is extremely frustrating. Once the order leaves the restaurant, it often goes to the wrong locations. Sometimes, it shows that the order has been delivered, but I never received it. When I tried to contact the delivery person, they ignored my calls. This app is truly the worst; it is much better.

I was far from home and ordered food for my kids. I called the delivery person several times, but they never answered, and the app indicated the order was already delivered. When I tried to chat for assistance, there was no

option to call customer support. They offered a coupon for a refund, which was only valid for three hours. Now it's 9 PM, and I can't place an order. This app is a scam. Friends, please avoid making payments before receiving your delivery; it's a fraudulent app.

The service is poor. They have replaced their customer service representatives with an ineffective bot that cannot resolve issues. They ask you to email your concerns but never respond. They take high commissions on food and still offer terrible service. I would rather use a different app or drive to get my food than ever use this one again.

The app is convenient, but sometimes the items we order aren't available at the restaurant, although they appear in the app. Often, the restaurant will call to ask for replacements, which is unacceptable. If a restaurant has no items, why do they accept the order? The customer service needs improvement to foster better relationships between restaurants and customers. Don't play with people's hunger!

Customer service has deteriorated significantly. There are no resolutions for refunds, and they don't allow you to speak with any support agents anymore. It's all bot chats, which don't provide proper solutions. I will stop using this service from now on due to their terrible service. I still haven't received my refund and can't even file a complaint.

Restaurants accept orders quickly without considering customer demand, but delivery personnel are often late in picking up and delivering orders, which is unacceptable. They should develop a self Z-Map for deliveries using customer surveys, simply asking for addresses with pin codes. This data shouldn't be used for any other purpose.

The xxxx membership is a scam! The app rarely provides offers for both regular and xxxx members, leaving me with just free delivery as a benefit. The dining experiences at xxxx-partnered restaurants are equally poor, with inflated prices and terrible reviews. They manipulate delivery charges to make it seem like you're saving money (for example, showing 19-27 bucks for delivery without xxxx while displaying 34-52 with it). It's a waste of money.

They take orders but fail to deliver, closing the order without offering refunds. What do we call this? There's no contact number in the app or on their website for reporting issues. The support chat is useless, as no one responds to complaints! The most frustrating part is that even with a xxxx membership, you face the same issues. In India, it seems companies can treat customers however they please!

This is the worst app for ordering food, and so is its partner brand. They constantly face surges, which is unacceptable. If you can't make money, find another way. Their support is dreadful. Who is xxx? This assistant is so ineffective that it's hard to believe. You can only reach out to them for unrelated issues, and they won't reply to your emails for at least a week. I would give this company negative stars if I could. Avoid using it!

Your customer service was once good but has now become the worst. Support doesn't acknowledge the issues we report. Restaurants are cheating customers with false offers and poor food quality, and when we contact support, they ignore us. This is now the worst food delivery platform available.

The service from this app is terrible. Food is not delivered on time, and when I contacted customer support to cancel my order, they charged me cancellation fees. It's absurd to either wait a long time for an order or pay extra to cancel it—essentially trapping customers.

They ask the same delivery person to pick up multiple orders from various restaurants, causing poor delivery agents to face the frustration of angry customers! If they can't improve their software to handle multiple pickups, it's hard to believe they have any effective technology at all!

xxx Membership is back, now upgraded from a two-star to a five-star rating. The overall user experience with the app has improved significantly, making it much more appealing. Pricing for both options remains comparable. The Pro offerings can be a deciding factor for dining out after the lockdown, with some promotions even extending to food delivery. Overall, subscribing to the plan has proven to be worthwhile. However, it currently feels inadequate since it has a single subscription for both deliveries and groceries.

There is no way to reach a customer care agent. The delivery person picked up my order but failed to deliver it, with the app continuously indicating that they were on their way. I reached out to support through chat ten times, only to receive automated responses. This experience has been frustrating.

This app has become the worst food delivery service. Delivery times are often exceeded, and there's no assurance regarding the condition of the food upon arrival. Customer service is lacking, and there are many better alternatives available on the market.

My experience has been dreadful with this app. I faced issues twice in a row where items were missing from my order. When I contacted the delivery executive, they advised me to reach out to the restaurant and customer service for assistance. The restaurant was unable to help and directed me back to the app. Unfortunately, there are no real customer service representatives; only chatbots provide irrelevant responses. I neither received my missing items nor a refund. The service is abysmal and not recommended.

Online services through this app are untrustworthy. I recently ordered two items from xxx, but only one was delivered. Although xxx confirmed both orders were released, the delivery person claimed only one item was available. Efforts to resolve the issue for a refund have been futile, with support dismissing my cases without proper consideration. I recommend using other apps instead, as this one proves unfaithful to its customers and appears to scam them out of their hard-earned money.

Avoid paying booking fees for it. I made a reservation through this option, only to find the restaurant closed upon arrival. To date, I have yet to receive a refund for the booking fee. The customer support team has been ineffective at resolving issues, merely expressing regret without offering real solutions.

There seems to be a scam regarding the xxxx subscription. The app claims that late deliveries will earn a coupon equivalent to the cart value, yet for my order valued at 160 rupees, I only received a coupon for 100 rupees. Additionally, I cannot find a customer care number in the app; only a chatbot is available. Clear terms and conditions are needed to avoid misleading customers.

My experience has been dreadful, especially since all the restaurants have managed to fulfill my orders correctly. The packaging was poor, and it didn't resemble anything from the restaurant. I demand a full refund for my money; customer support has been a terrible experience.

This app is highly efficient across India. I've been a long-time user and consistently enjoy the service. My queries are always resolved promptly, thanks to their excellent selection of delivery partners who provide exceptional satisfaction to customers.

Pricing is excessive, with taxes and delivery charges being remarkably high. Additionally, there are fraudulent practices where restaurants charge significantly more than dine-in prices, and the app seems indifferent to these issues, taking no action despite multiple reports.

The app is user-friendly and offers a wide array of top restaurants with enticing food menus. The rankings and feedback help me select the right restaurant and dish. Thank you for creating such a wonderful app; I thoroughly enjoyed the delicious seafood.

My experience has been disappointing! I didn't receive all the items in my order, and when I contacted customer care, they provided a coupon that was already used. After another complaint about missing items, I received no response via email! This has been incredibly frustrating.

I had a very poor experience using credits for an order with a higher value. The first transaction was canceled, and although the second was successful, I was charged twice for the failed transaction. It has been five weeks without a response from customer support, nor have I received a refund. Beware of this scam.

The app defaults to no cutlery, which is quite frustrating. Many times, I forget to uncheck this option, resulting in restaurants not providing cutlery with my order. A setting for a default choice would be appreciated.

After being charged 67 rupees for delivery, I waited an hour and a half (with an estimated time of 35 minutes), only to receive my food cold and dried. What is the purpose of delivery charges if the food can't be delivered hot and on time? This has been an unpleasant experience. When I attempted to reach customer care, I only received automated responses indicating it was a restaurant issue. This has been fraudulent behavior on the app's part, and I am uninstalling it, opting for alternatives instead.

If I could give zero stars, I would. The service is terrible, and I advise against purchasing the xxxx membership. They ended my membership prematurely, and my emails went unanswered. This happened to me as well; despite having a three-month xxxx membership, it was cut short a month early. I complained multiple times with no response, and after the expiration date, they claimed they couldn't locate an active membership on my account. This service is the worst.

I am writing to express my extreme dissatisfaction with your service. I placed a food delivery order expecting it within 20 minutes. However, after waiting two hours, my food still hadn't arrived. To make matters worse, the app indicated that the order had been delivered, which is unacceptable and caused significant inconvenience to me. As a paying customer, I expect timely and reliable service.

I don't understand why the app doesn't allow cash on delivery. People may not always have sufficient balance in their UPI apps or accounts, so cash on delivery should be an option. Unlike this app, other services do allow cash on delivery and offer reasonable coupons and deals.

The support is terrible. I received incorrect items for my order, and when I tried reaching out to customer service, one representative closed the ticket saying they don't repeat orders, while another claimed the uploaded video was irrelevant to my issue. There is no way to contact customer service again. They suggested I write an email, which they claim will receive a response in 72 hours—perhaps I should just preserve the incorrect food until then. Never again.

The app is good, but the support experience is horrendous. I had an order that was evidently dropped by the delivery person, as confirmed by security later. After navigating through the chatbot, I connected with an executive who offered a mere 15% coupon based on the order value, then read from a script about everything they couldn't do. The chat was abruptly ended before I could respond. After emailing, I received a similar response without any explanation. Improvement is necessary.

Food prices are three to four times higher than restaurant prices. Delivery delays have increased, with imaginary times being counted while delivering food. Ultimately, the app states the food is delivered on time.

Multiple orders are assigned to the same delivery partner, leading to extensive delays in receiving your order. There's no way to contact customer service, and cancelling an order results in a 100% charge. Essentially, ordering from this app feels like being trapped in a wasteland.

This app has been the best option I've used for food delivery, with 24 out of 25 orders arriving on time over many years. However, the only difference is that we are now being charged excessively for even short-distance deliveries, and the discount coupons are hardly beneficial.

The pricing is excessively high. All the coupons seem to be for show, providing no real benefits to customers. They don't prioritize customer service or the well-being of delivery partners. There's always a last-minute delay with every delivery, which worsens day by day.

This app is terrible. When I email them with a problem, responses are delayed, and their replies are often confusing, showing they don't comprehend my issues. This has been a frustrating experience that has caused me to cry on multiple occasions. Using this app has been nothing short of hell.

Originally, this app was good, but as it gained recognition and increased its consumer base, it has turned into a money-making operation. Most menu prices are now overpriced, and delivery fees are excessive, with fewer attractive offers compared to before.

Well-designed, intuitive, and user-friendly, this app boasts a great selection of restaurants. There are no ghost kitchens to date, which is commendable.

Initially, deliveries were prompt. However, nowadays they take far too long. Prices are typically higher than what restaurants charge, and despite paying delivery fees, food often arrives cold and soggy. I can't even connect with a customer service representative for assistance. Their support is subpar, and I frequently receive orders late.

This app is the worst. They promised a full refund but have responded carelessly despite my constant emails. I would recommend using alternatives over this app. Never order anything from here, as they provide the worst service possible. They are dishonest and untrustworthy.

I have updated the app multiple times, but it still won't open, despite having a good internet connection. This is frustrating, but I believe improvements can be made soon.

I appreciate the notifications from the app, which are conveyed in a sweet and cheerful manner. Even when I'm feeling frustrated, they manage to bring a smile to my face. Regarding food delivery, I rate the delivery team five stars and the food taste four stars.

This app is the worst! Deliveries are frequently delayed, showing 15 minutes but taking up to 2 hours. If I refuse to accept an order, they halt the service. This is a third-rate app with Z-grade service. Update: I gave the app a second chance, but they still don't follow instructions. Orders are canceled without notification, and delivery partners remain unavailable. I've even received non-vegetarian food when I specifically ordered vegetarian, which is unacceptable.

I ordered three items but received the entire order incorrectly. When I communicated this to the bot, it reordered one item but ignored the other two. After waiting for 30 minutes to speak with a support person, she informed me that the new order cost 209 rupees, and they couldn't place orders for the other two items. Instead, they could only offer me a cash back of 20 rupees. I received the wrong order, got one item, and now I am left with no resolution.

The time guarantee is a sham. Delivery personnel are aware of the estimated delivery time and often mark orders as "delivered" before they actually arrive. They frequently change the Pro membership terms. I extended my membership, only to discover that delivery charge waivers and surge pricing are no longer included. The app company has become greedy, and customer care has hit new lows, showing little concern for resolving issues. The app has lost its usefulness, and I am considering uninstalling it.

Delivery agents often handle multiple orders at once, causing significant delays. The order delivery sequence is disorganized; agents may prioritize distant deliveries over those closer to the restaurant. Please assign one agent per order or at least optimize the delivery sequence to prevent combining orders from opposite ends. The food arrives cold, and the chatbot is ineffective in providing help.

There is no guarantee of delivery. You may wait an hour only to find that the delivery agent enters the society and leaves without completing the delivery. There are fraudulent delivery agents, and you must pay upfront. I have stopped using this app after such experiences.

The app is decent, but prices need to be reduced. Dining directly at the restaurant costs 200 rupees for a single plate of rice or biryani, yet ordering through this app costs 450 rupees. I have used this app for years, but prices continue to rise. I hope your team finds a solution to this issue.

While the app features numerous restaurants for ordering, it takes no responsibility for the service provided by them. We, the consumers, have had to speak directly with restaurants to resolve issues. In this aspect, the other app is superior, as they listen and offer resolutions.

The customer service is very poor. There is no customer care number available for escalation or contact.

If an order is canceled, a refund is not guaranteed. I recently tried to explain to a representative that my order had been canceled, but they insisted I had been refunded and directed me to speak to the restaurant for further issues. When I inquired about actions taken when restaurants accept and later cancel orders, the representative simply disconnected the call. This happened while I held a xxxx membership.

In the latest incident, delivery personnel are now handling 2-3 parcels simultaneously, resulting in delayed deliveries. My order, which showed a 45-minute delivery time, should have taken only 20 minutes. The delivery person took 1 hour and 10 minutes, while the app kept adjusting the time based on the delay. At the end, it showed the food had been delivered only five minutes late, and the app did not provide an option to rate the delivery person or offer any refunds.

Immediately after placing an order, I tried to cancel it, but customer care failed to cancel my order and instead imposed charges. I did not expect this from the app, and I would not recommend it to anyone else. They lied about my order status, claiming it was prepared only three minutes after ordering when I had directly asked the restaurant not to prepare it. This has been the worst experience, and I prefer the other app.

This service is fraudulent. They trust restaurants when wrong orders are provided, but not the customers. Customers order food when hungry, yet they receive incorrect or missing items. Complaints are dismissed by stating the restaurant confirmed the order was accurate. After becoming accustomed to online ordering, they started deceiving customers. This has been the worst experience, and I will not recommend it.

They are scammers. Orders are sometimes canceled without notice, and no refunds are issued. This has been a waste of time and money. It's better to order from alternatives. Additionally, deliveries are consistently late, and there is no cancellation option, even within a minute of placing an order.

Customer service is pathetic. The "resolutions" offered for missing items in orders are laughable. The investigations they conduct just involve asking the delivery partner two days later if they delivered all items in the order. Seriously, it's time to come up with better solutions.

I've had an incredibly frustrating experience with this service. The delivery partners have changed three times, leaving us waiting and hungry. Deliveries are consistently late, leading to disappointment. I'm considering uninstalling the app and not using it again.

The order arrived very late, and customer support was unhelpful. The initially assigned delivery person didn't answer the phone properly; they put me on hold as soon as I called and never responded. Later, they switched the delivery person.

The app interface has improved significantly over time, making it more convenient. Also, the delivery partners in my area are polite and respectful.

This has been the worst experience among all food delivery services. Prices are higher than other apps, and the discounts seem deceptive. While deliveries used to be timely, they now arrive so late (in Barnala) that the food is cold.

I like the app, but the coupons and offers often aren't tailored to local options. I encounter unfamiliar credit card companies and wallets I don't use. Customizing partnerships for offers would be beneficial rather than just providing random choices.

I wanted to give a zero-star rating, but since that's not possible, I'll settle for one star. Deliveries are consistently late! I've ordered several times, and the delivery is often delayed. The delivery personnel rarely answer calls, and customer service doesn't track them. Orders are typically two hours late compared to the promised delivery time. I dislike this app immensely. All the lawsuits filed against it are warranted. One could starve waiting for their service!

I ordered food and received my order with an item missing. When I contacted customer support, they claimed they couldn't reach the restaurant, yet I managed to contact them. After a lengthy discussion, both parties insisted the food was delivered. What about me? Did I lie? They just kept apologizing. Another app is far superior because they offer quick refunds.

I've been using this service for four months and find it reliable and helpful. The delivery personnel do a great job and are friendly. It's been four years now, and I'm still enjoying it! Their customer service is prompt and values our feedback. Keep up the excellent work!

This app is fantastic for food delivery, with easy selection, tracking, and payment options, demonstrating a focus on user convenience. It would be great to integrate Blinkit within the same app, extending benefits like a xxxx membership, similar to what other apps do with Instant Delivery Service .

I ordered from a restaurant just 15 minutes away, but the delivery time was set for 45 minutes. I waited for two hours! The app indicated that the food was delivered, but it wasn't. I called the delivery person multiple times with

no response. After reporting the issue to customer service, they tried to contact the delivery person but to no avail. No proper action was taken, and the delivery person took my food away. What a terrible experience!

Support is virtually nonexistent; it feels like a closed loop with no choices and automated responses. Even if the wrong food is delivered, they only provide a fraction of the cost back in coupons, not a refund. It feels like theft from a publicly traded company.

The customer support experience has been abysmal regarding undelivered products. They don't seem to be there to assist during exceptional circumstances and often add to our frustration. Avoid this app; there are many others that provide better solutions during such times. Both the restaurant and this service seem to be committing fraud. Never use it!

My experience has been disappointing. The delivery person charged my friend an extra 40/- because they couldn't find the location and was rude. When I complained, they credited that amount to my account but insisted it must be used within 12 hours. What can I buy for 40/- in that time? It's a sneaky way to fool customers and profit. I've used other services for years without these issues.

Regardless of what others say, I find the customer care service outstanding. They have never let me down. I've been using this app for three years, and while there have been minor issues (which are normal with delivery partners), managing such a large operation requires significant effort. Thank you, team, for your constant support!

The service is appalling. They seem solely focused on making money. I ordered food and specifically requested cutlery, but the restaurant didn't provide it. They argued with me, insisting I was lying about not receiving it. They charge high prices but offer poor service. Once, I paid for food that was canceled by the restaurant, and they refused to refund me, effectively stealing my money. I complained, but it was useless.

The food quality was poor, and when I reached out to support, it was difficult to communicate through the app. Sometimes my messages didn't go through, and the agent simply said, "Thank you, anything else?" I didn't receive the right assistance.

The app was good in the past, but now it's getting worse. Deliveries are never on time, and they don't provide refunds for incorrect orders. After canceling an order, they charge us extra again. I'm effectively paying twice for food I didn't receive!

They charge for food without delivering it, especially if the delivery person can't find the address due to network issues. I used to order daily, but after failing to receive food and contacting customer service, they didn't understand my situation and neither refunded my money nor delivered the food. Even if there are network issues, the delivery person should be able to reach the address and ring the bell.

The service has declined significantly. I've been struggling to get a refund since yesterday; they used to provide instant refunds without hassle. Now they're getting worse by the day. They claim the refund was processed yesterday, but it's still not showing in my account. They're now asking me to contact my bank for the reference ID for both the processed and failed transactions.

I ordered food, but one item was missing despite a delay of over 10 minutes. When I raised this concern, the agent didn't respond appropriately and initiated a refund that was less than the item's actual value, then ended the chat before I could finish. I've never experienced such poor service!

It seems they've improved their two-delivery system, and the on-time guarantee is a positive step. Overall, it might be worth it, although it's making me indulge in unhealthy food! XD

The problem resolution process is extremely poor. There's no way to speak with a representative, and orders are consistently delayed by 30 minutes or more. It's unclear who is at fault—the restaurant or the delivery partner—and you can't even cancel an order when there's a one-hour delay. If you order through this app, you're setting yourself up for a painful experience with delayed food delivery. I would recommend choosing any other food delivery app over this one. Update: Customer service is incredibly rude.

I urge everyone to stop using this service, as they only deliver incorrect or spoiled food. When you try to complain, their support system is useless. If you email them as directed, you receive no reply or acknowledgment of their mistakes. My order was inedible, and I still haven't received a response—it's been three days. This is the worst option available, even for loyal users.

This is the worst food delivery app. As a frequent customer, I find that when issues arise with restaurants, they simply wash their hands of the situation. One restaurant sent the wrong item, and customer care said they couldn't help. Another restaurant sent food with burnt croissants, and customer support also claimed they couldn't assist. Any email I send about issues just leads to more frustration.

I've been waiting nearly two hours for my food. The app indicated that the food was still being prepared, but when I called the restaurant, they said it was ready for pickup, and the delivery person hadn't arrived yet. When I contacted customer care, they told me the delivery person had two orders. They never informed me beforehand and kept assuring me I would receive my food within nine minutes for nearly 20 minutes before I had to cancel the order. It was the worst experience!

Undoubtedly, this is the best app for food delivery! I use it myself and for friends as a gesture of love. The food quality and delivery experience are just so convenient and comforting! I love this app!

Everything is good, but the app has too many errors that need fixing. Sometimes, when I open the app, it fails to display any restaurants, but after a while, they reappear. This is a regular issue I'm facing.

The app is very user-friendly, with many options and popular restaurants available. It's a great app! You also get tracking options, and there are only one or two unobtrusive ads. Delivery is fast. With numerous upgrades and benefits, I highly recommend this application.

I believe customer support members are on vacation. It's almost impossible to reach them these days. Their AI bot keeps telling me to email my queries, promising a response in three days. They continue adding more surcharges, even when the weather is good. Instead of sending unnecessary notifications, they should focus on improving their service.

The app's support system is terrible. This is the third time I've received incorrect items, and I couldn't get any assistance. The customer support representative just told me to be more careful next time. This time, I tried contacting the restaurant directly, and they told me to complain through the app since they couldn't help.

My recent experiences with this app have been dismal. There's no proper chat support; the chatbot is a scam, and human assistance is lacking for every issue I've raised. I've had multiple orders messed up in the last two months, and it's especially disappointing as I've been a premium customer for years (now a xxxx member). None of this adds up. Email support feels like a scam too. Why should I bear the burden when either the restaurant or delivery partner makes a mistake?

I have a suggestion: please make the "Don't send cutlery" option a default choice instead of requiring users to remember to untick a box. It would be better if the text read "Send Cutlery," allowing those who don't want it to easily opt-out.

The app is well-structured, featuring essential tools such as search, menu selection, and filtering that are up to standard. However, it could enhance usability by providing information about merchant availability in various locations.

I'm consistently impressed with the great offers and the app's seamless operation. The support section is easily accessible and helpful for any minor inconveniences during orders. Overall, I've always felt comfortable using it. It's definitely a must-have app for bachelors!

In general, my experience has been positive. Food is delivered on time, but I've noticed that dishes from different restaurants often lack proper cooking, leading to the suggestion that such options should be removed. Occasionally,

the food can be overly salty.

I struggle to understand how some users are giving this app four or five stars. There seems to be ongoing fraud; they have removed customer support and placed the onus on restaurants and delivery partners. There's no one to assist with issues. As a xxxx member, my orders are often combined despite their assurance that this wouldn't happen, and there's no one available to address my concerns.

Orders have been canceled after 40 minutes to avoid granting a 100% coupon, which is part of their delivery policy for xxxx members. This has led to a loss of 1,000 due to travel and ordering within a 20-minute window after delays. My order was supposed to arrive in 25 minutes but was canceled after 40 minutes.

I've had an extremely frustrating experience with this app. While I recognize that I live in a remote area, if my order is accepted and the food is prepared, it's their responsibility to deliver it. The worst part is that I'm not informed about their inability to deliver. I faced the same issue with a different restaurant. Additionally, their customer service is lacking; I received no replies and cannot figure out how to cancel my order. It's been a very disappointing experience.

The support feature is inadequate; it seems to consist solely of a bot named xxx, which offers a refund of only 7 for a 200 order with missing items. What kind of calculation is that? Furthermore, there's no option to chat with a real person, as it seems the development team lacks the ability to manage live chats.

The support team is unable to resolve issues caused by restaurants. Customers are expected to accept food even if its quality and quantity are subpar. It might be worth trying other food apps. As of 17/05/2023, customer satisfaction has not improved. Despite issues with two consecutive orders, the app has not taken any necessary action. Avoid using this app.

The order cancellation process is poorly implemented, and support is incapable of resolving issues. Even as a xxxx member, I am uninstalling this app once my subscription expires and will switch to another service, as I am able to cancel mistakenly placed orders there.

I've used this platform for a long time, but I'm leaving due to unreliable service quality. Food is frequently late, and the service team is ineffective, often taking about two hours to cancel an already delayed or failed delivery.

My experience with this app has been terrible, especially when trying to cancel an order. The app shows that the order is in progress, but I received the wrong food. When I sought a replacement, I was told to visit the restaurant's page and review the food. It has been a dreadful experience. After placing another order, it remained in the packing stage for over two hours.

The support is the worst; my order was nearly an hour late. I tried to chat with an executive, but none were available to address my issue. They always redirected me to the virtual assistant. This is the worst food delivery experience ever, with charges increasing daily. They impose surge fees without justification, along with GST. If anyone is connected with this app, I advise leaving it; there are far better options available.

This app has been a nightmare. Last week, I ordered food, which was delayed by almost an hour, and I was promised a 100 cashback coupon. Now, I see no coupon and no help via helpline or live chat; only an automated message stating that the coupon has been delivered, which it hasn't.

This is the best app to get scammed; if you have an issue, you cannot reach a support executive. I wanted to report that the delivery person was unable to deliver due to vehicle issues, but I couldn't contact anyone for help, and they merely suggested I could claim a coupon for the delay.

Every time I open the app, around 50 restaurants are available during dinner. After refreshing the app multiple times, about 250 restaurants appear for 30 seconds before going offline again. I have to endure this despite having purchased a xxxx membership.

The customer care is useless, and the menu prices are overpriced; you can get the same dish at a lower price from the same restaurant. Delivery charges are also higher than those of Ola or Uber. I don't know how delivery

personnel manage to deliver, whether by bike or cab. I have never received a satisfactory response from customer service, and most of the time, they end the chat without resolving my issues.

This app is easy and convenient to use, but I hope they will soon introduce the ability to place multiple orders at once.

Three days ago, I ordered two thalis but only received one. When I reached out to customer service, they assured me that my issue would be resolved within 72 hours. After that timeframe, I was told they could do nothing since they needed to communicate with the restaurant, which has been unresponsive. I tried calling and messaging them, but to no avail. I've lost my hard-earned money due to this terrible app, and this isn't the first time. The customer service experience has been abysmal.

This app is the worst I've ever encountered for customer service. There's no way to contact any employees for assistance; everything is left to a useless chatbot. My order wasn't delivered, the restaurant's phone was off, money was deducted, and there was no response from the service. Reporting fraud leads to no action, just a thank you for the feedback.

I ordered a combo meal, but an item I paid for was missing. The restaurant had closed, and they promised to reach out the next day to resolve the issue, but they didn't. Now, when I try to chat with their team, they just tell me to send an email!

The delivery experience has declined significantly in the past month or two. I used to receive quicker deliveries, but now I'm unsure of what has happened. I want to share my feedback so that they can understand the reality of their deliveries and improve.

Total fraudsters! The delivery person cancels orders without any explanation and doesn't return the order to the restaurant, leaving the support team to charge cancellation fees. That's how they profit! I recommend using [alternative service], as it is much safer and better.

I am unable to update or add alternate contacts; I keep getting an error message saying something went wrong. This is creating issues for users placing orders at different locations for others. Version xxx is live, and this needs fixing ASAP.

Response times have been very slow. My order was not delivered, and after emailing, no action has been taken. Their on-time delivery coupon is practically useless—it's a scam.

I reinstalled the app on May 31, 2023, after a long break, and had a terrible experience with my first order. If this happens again, I won't hesitate to uninstall the app for food delivery.

While the application itself is great, customer support is lacking after placing an order. Items were missing, and when I contacted the restaurant, they didn't respond. They offered me a £10 credit, which was far less than the cost of the missing item.

Their customer service has reached an unacceptable level. There is no chat support, unresponsive emails, and no phone option available. They seem to exploit customers with high charges. After over four years, their lack of response is disgraceful, and I'm canceling my membership. I'll be switching to [alternative service], which is far superior.

I placed an order through their website and entered my address, but their system added a random location without notifying me. Consequently, the order was canceled without a refund. Their customer care is an ineffective assembly of bots that fail to acknowledge my complaint about their system error and only respond with policy information. It's the worst service I have ever experienced.

The customer service is terrible. The only response from restaurants for any mistakes is a simple "we're sorry," with no further assistance. I regret purchasing the xxxx membership to save on delivery charges, as it only applies

to orders over £199, leading to increased spending. Terrible customer service means I end up chatting with a bot rather than a human.

I am appalled by the services provided by this app. The platform simply adds restaurants and requests ratings for food experiences without making any improvements. All I received in response to my complaint was your high grievances, yet no changes were implemented. Additionally, the feedback and help center are limited, providing only a few questions to choose from and automated replies, lacking any real assistance. I am extremely disappointed and will be uninstalling the app.

I feel cheated with my xxxx membership. The nearby restaurant is marked as unserviceable for me. However, on my other non-xxxx member phone, it shows as serviceable. To save on returning costs, it indicates a one-hour wait time for a restaurant just 2km away, while for non-xxxx members, it shows only 10 minutes. Since obtaining my xxxx membership, I have lost thousands of rupees on overpriced food, whereas non-xxxx members enjoy benefits. I want to cancel my membership, which I was happy to have before.

Previously, my experience was good, but not anymore. It was convenient to subscribe, but they have since stopped. Even after applying for xxxx membership, it's been three months, and I'm still waiting for notification. This is unexpected from an established company. Customers order to save time and money, and if this continues, people will look for alternatives.

I truly enjoy ordering through the app! Most restaurants offer delicious food. However, I would like to see improvements in maintaining the same quality of food as when dining at the restaurant. There is often a noticeable difference in quality and packaging. Restaurants should avoid placing hot items in plastic bags for delivery and focus on using environmentally friendly packaging.

This is the worst platform I have ever used. I ordered from one restaurant, and one item was missing. After raising a query via chat, the associate promised a refund, but later denied it, insisting I write a review on the restaurant's page. This is completely unacceptable.

I don't understand why cash on delivery isn't an option in this day and age. In India, where many people still face basic challenges, it's unrealistic for apps to assume everyone has access to online payments. I would also appreciate the ability to order from multiple restaurants at once.

Even as a xxxx Member, I don't have direct access to customer care. I'm not even discussing privilege here; the same recurring issues are presented, which may not even concern the customer. It would be helpful if customers could manually enter their issues. Additionally, AI could be better utilized in the grievance department. I seldom have the time to email when it comes to my meals once or twice a week.

The partner charges are exorbitant, often exceeding the actual cost of food, which is ridiculous. These charges keep increasing, and many people cannot afford such prices. It seems the focus is solely on profit, disregarding the economy. I am utterly disappointed and have deleted the app.

Avoid this app and choose another food delivery service. They pressure users into prepaid options with cheap offers, and if you need to cancel an order, they charge the full amount as a cancellation fee without engaging with customers about it. It's a waste of time.

Do not use this app; it's ineffective and has awful customer service, even for xxxx members. It's better to use a different app that offers better coupons and resolves refund issues far more effectively. Despite being a xxxx member, I face food quality issues with responses blaming the restaurant instead of taking responsibility for customer service.

I wouldn't even give this app one star. It has become one of the worst applications. For the past hour, my order has been showing a 12-minute arrival time. This is unacceptable. Regrettably, I have to delete this app due to its poor service.

I purchased a xxxx membership for free delivery yesterday, but just 1-2 hours later, it stopped working. It's supposed to last for three months, and if I can't use it for two days, what's the point? I can't place orders when I want to, and it remains unresolved. My ticket number is #22814222; please fix this as soon as possible.

This is one of the worst apps I have used. It fails to send an OTP to my registered email, preventing me from logging into my account. The email support provided is terrible! It has been over a month, and I still have not received any help.

The xxxx membership feels fraudulent. I hardly receive any offers and lack access to many of my preferred restaurants. Additionally, there are no delivery agents available, which is regrettable. A regular membership offers more benefits and greater availability of delivery agents. Even with a xxxx membership, I still order from other services, as they take 60-70 minutes for a 40-minute order during peak demand, claiming that on-time delivery isn't applicable. Do not invest in a xxxx membership.

Customer support is lacking as well. The app is subpar, failing to take accurate details, and there are no clear instructions to set the location correctly on Maps. The contact details for the delivery person do not work, and I wasted 20 minutes with the support team, only to have them abruptly end the chat without passing me to a supervisor. By then, my food was ready, and I faced penalties for the full amount or taking the order. Be cautious.

Zero points for customer support. Order at your own risk. They rely solely on chatbots for issues with orders, so forget about any real support or resolution from the team. It's frustrating to pay a premium for such poor service. I received stale food that had gone bad, and despite trying to reach a support agent, they provided no assistance.

I placed an order through the app at around 12:10 PM with a delivery time of 37 minutes but did not receive the order even after the time had passed. The restaurant contacted me regarding the missing delivery person, and when I reached out for help, chatbot was completely useless. It initially indicated that the order was still on time, then changed to a slight delay, resulting in more than half an hour of waiting. Customers are limited to selecting from a few predefined options to raise their issues.

Horrible customer support. They will never issue a refund if your item is not delivered. I have faced this issue multiple times, and even if I cancel an order within seconds, they impose high cancellation charges. Their practices are highly unethical.