

Company Brief

We are an online fresh meat delivery service specializing in chicken and mutton sourced directly from authorized vendors. Our priority is to deliver high-quality, hygienic, and fresh meat products right to our customers' doorstep. Every vendor we partner with follows strict food safety and hygiene standards, ensuring that customers receive only the best. With easy online ordering and reliable home delivery, we aim to make fresh meat shopping simple, safe, and convenient.

FAQs for Chatbot

Q1: What products do you deliver?

We deliver fresh chicken and mutton sourced from authorized vendors who maintain strict hygiene and quality standards.

Q2: How can I place an order?

You can place your order directly through our website/app by selecting your preferred products, adding them to your cart, and checking out.

Q3: Do you ensure hygiene and quality?

Yes, absolutely. We work only with authorized vendors who follow proper hygiene, storage, and handling practices to ensure premium quality meat.

Q4: What areas do you deliver to?

We deliver across [Bangalore]. You can check availability by entering your PIN code at checkout.

Q5: What are the delivery timings?

Orders are usually delivered within 7AM to 8pm depending on your location and slot availability.

Q6: How is the meat processed?

Chicken will be slaughtered fresh the moment we receive the order it will be just cut to maintain freshness and hygiene and mutton will be slaughtered fresh in the morning.

Q7: Do you offer cash on delivery?

No, we offer multiple payment options including online payment through card, net banking and upi's.

Q8: Can I schedule delivery for a specific time?

Yes, you can choose your preferred delivery slot while placing the order.

Q9: What if I receive a wrong or damaged order?

You can contact our support team within 10mins of delivery, and we will arrange a replacement or refund as per our policy.

Q10: Do you have any minimum order value?

Yes, the minimum order value for chicken is above 2 kilogram as we slaughter fresh and mutton is 1 kilogram.

Q11: How fresh is the chicken you deliver?

We process chicken only after receiving your order. The bird is freshly slaughtered and cleaned to ensure maximum freshness and quality before delivery.

Q12: Do you store meat in bulk?

No. We don't store chicken in bulk. Each order is freshly processed at the time of purchase to guarantee ultra-fresh meat.

Q13: Is the meat halal?

Yes, all our chicken and mutton are halal-certified and processed according to proper standards.

Q14: How do you ensure hygiene during slaughter and cutting?

All processing is done by trained staff at authorized vendor facilities that follow strict hygiene protocols.

Q15: Can I choose specific cuts of meat?

Yes, you can select your preferred cuts (whole, curry cut, biryani cut, boneless, etc.) while placing the order.

Q16: Do you deliver marinated or ready-to-cook meat?

Currently, we focus on fresh chicken and mutton. However, we are working on adding marinated and ready-to-cook options soon.

Q17: How do I know the weight after processing?

The weight mentioned is always net weight after cleaning and processing. What you order is exactly what you get.

Q18: Do you deliver frozen meat?

No, we do not deliver frozen meat. All our products are ultra-fresh and delivered chilled, not frozen.

Q19: What if I need bulk orders for an event or restaurant?

We can handle bulk orders with prior notice. Please contact our support team for customized bulk pricing and delivery.

Q20: Do you provide same-day delivery?

Yes, since our chicken is freshly processed, we provide same-day delivery within the available slots in your area.

Q21: What payment methods do you accept?

We accept UPI, debit/credit cards, net banking.

Q22: Can I track my order?

Yes, once you place an order, you can track its status live until it reaches your doorstep.

Q23: Do you offer discounts or subscriptions?

Yes, we have regular offers and subscription plans for weekly or monthly meat delivery at discounted prices.

Q24: What is your return/refund policy?

If you're not satisfied with the quality or if there's an issue with your order, you can raise a complaint within 10mins we will process a replacement or refund.

Q25: How long does delivery take?

We usually deliver within 90 minutes of order confirmation. Delivery time may vary depending on your location and order quantity.

Q26: Can I select a preferred delivery slot?

Yes, you can choose a convenient delivery slot while placing your order.

Q27: Do you deliver during early mornings or late nights?

Currently, we deliver between 7pm and 8pm. Orders outside this time frame can be scheduled for the next available slot, however you can contact our support team.

Q28: What happens if delivery is delayed?

If there's any delay due to traffic or other factors like rain, our team will update you through SMS/WhatsApp and ensure your order reaches you as quickly as possible.

Q29: Do you charge extra for delivery?

A small delivery fee may apply depending on your location and order value. Free delivery is available on orders above 7 kilogram and depends on your location.

Q30: Can I change my delivery address after placing the order?

Yes, you can update the delivery address before the order is dispatched by contacting our support team.

Q31: Can I cancel my order after placing it?

Yes, cancellations are allowed within 3 minutes of placing the order. Once the chicken/mutton is processed, cancellation is not possible.

Q32: Do you offer express delivery?

Yes, express delivery is available in selected areas at a small additional charge.