

FreshNest Delivery Information

At FreshNest, we are committed to delivering your groceries quickly, safely, and at the best convenience for you. Below are the details about our delivery process, timelines, and charges.

1. Delivery Areas

We currently deliver across major cities and towns. Please enter your postal code during checkout to confirm availability in your area.

2. Delivery Timelines

- Standard Delivery: Orders are delivered within 24-48 hours.
- Express Delivery: Same-day delivery available in selected areas if ordered before 12 PM.
- Scheduled Delivery: Choose your preferred time slot while checking out.

3. Delivery Charges

- Free delivery on all orders above PKR 2,000.
- A standard delivery fee of PKR 150 applies to orders below PKR 2,000.
- Express delivery charges may vary depending on location.

4. Order Tracking

You can track your order in real-time through your FreshNest account. Updates will also be sent via SMS and email.

5. Delivery Guidelines

- Please ensure someone is available at the delivery address during the selected time slot.
- In case of a missed delivery, our team will contact you to reschedule.
- Perishable items must be received on the first attempt to maintain freshness.

6. Contact Us

If you have any concerns regarding your delivery, please reach out to our support team at support@freshnest.com or call +92-300-1234567.