

Tastely Customer Support & Complaint Resolution Policy

Introduction

This document outlines the official procedures for handling customer complaints and inquiries. The goal is to ensure that every issue is directed to the correct specialist for a swift and effective resolution.

1. Missing Items from an Order

Problem: A customer reports that one or more items they paid for are not in their delivery bag.

Resolution Contact: All cases regarding missing items must be directed to ****Andreea****. She is responsible for verifying the order with the restaurant and coordinating a solution, such as a refund or a new delivery.

2. Wrong Order Received

Problem: A customer reports receiving a completely different order than what they placed. For example, receiving a pizza instead of sushi.

Resolution Contact: Issues involving an entirely wrong order are handled by ****Mihai****. Mihai will investigate the mix-up between the restaurant and the courier to understand the cause and arrange for the correct order to be delivered.

3. Late Delivery

Problem: The order is significantly delayed beyond the estimated arrival time.

Resolution Contact: Complaints about late deliveries are managed by ****Alex****. Alex has access to live courier tracking data and can provide updates, investigate delays, and determine if compensation is applicable.

4. Other Issues & General Inquiries

Problem: For any other issues not listed above, such as food quality concerns, app functionality problems, or general questions.

Resolution Contact: All other inquiries should be forwarded to the main ****Support**** team. They will act as the first point of contact and escalate the issue to the appropriate department if necessary.