

SarvM FAQs

Consumer FAQs

1. Which/how many languages does the App support? -

Currently SarvM supports 12 languages, however in the future we will support 27 languages.

2. How do I contact customer support?

CS team can be contacted over email and phone. The details are:

Email: cs@sarvm.ai

Phone support: 8037517348

3. Which languages does the customer support team support on calls? -

Presently we support queries in Hindi and English only, however in future we shall start adding people with specific language skills.

4. Which cities are covered?

96 cities from 19 states in the First phase.

5. What if my city is not covered?-

We shall be in your city soon

6. What if my area is not covered? -

We shall be in your area soon and will keep you updated

7. What products/categories are covered? -

All Food items (Veg, Non Veg, Cooked & non Cooked) Fruits, Vegetables, Meat, Chicken, Fish, Bakery, Flowers, Dairy and Grocery

8. How do I sign up? -

Access SarvM.AI website, download the consumer application, choose your language. Signup using mobile number and OTP verification. You can also call our customer service team and they will be glad to help you.

9. Is there a sign-up fee for the Consumer?

No, there is no signup fee. You need keep your location settings “On” and add your address completely for the shops to deliver.

10. Which all personal information does a customer need to update for signing up? -

Name, complete address, mobile number

11. Will the customer be receiving the login credentials over email? -

No

12. Can I search by shop type?

Yes you can

13. Can/how do I bookmark my favorite shops?

Once you complete the sign up process, you will reach the landing page. The landing page will show you all the categories that we serve. You can select any category and the list of shops in that category near you will appear. Then by clicking on the favorite icon (heart symbol) on the shop, you mark the shop as favourite.

14. What products can I pre-order?

Products from the below categories can be pre-order.

Fruits, Vegetables, Meat, Fish, Bakery, Flowers, Dairy and Grocery and all ready to eat products.

15. What if my pre-order is not delivered at all/not delivered on-time?

You can contact the seller from the consumer app. The seller's number is being displayed in the order tracking page. If you do not get any support please raise a ticket in our app or call our customer service team.

16. What if my pre-order is damaged/spoiled?

You can contact the seller from the consumer app. The seller's number is being displayed in the order tracking page. If you do not get any support please raise a ticket in our app or call our customer service team.

17. How do I cancel a pre-order?

In the app you will be able to see active orders. Browse to the active order screen, select the order which you want to cancel. Clicking on the cancel button will initiate the cancellation process, if the cancellation is made within the given time by the seller.

18. How do I see shop info?

Select the shop you want the information. On the right hand top you will see three dots, click and the "Menu" option will open. There you can find the "Shop Info" tab.

19. How do I schedule a delivery?

In the cart page you can use the calendar or time options to schedule the delivery as per your convenience.

20. What if the product I want is out of stock?

You can browse to the next shop to buy your required product.

21. How do I know that the weight of the product will be right?

You can trust the seller or you can use your own weighing scale to validate the weight in front of the delivery person. If you find any discrepancy then please contact the seller.

22. Can I get products in quantity (no. of items/pieces) instead of weight? -

Yes, there are options given to choose the quantity of the product.

23. Is there a self-pickup option?

Yes

24. How do I get the store location for a self-pickup option?

Browse to the shop page, go to the shop info. In the shop info page click on the map to navigate to the location of the shop.

25. Can I select my delivery time/slot?

Yes

26. What if my preferred delivery time/slot is not available?

Choose the next delivery slot of your preference, which could be delivered later or you can call and request the seller for the same. If it's urgent then you can pick up or you can send any of your known persons to pick up the delivery for you.

27. Can I get contactless delivery?

Yes you can opt for contactless delivery.

28. Is there express delivery?

Express delivery is based upon the retailer. In case the retailer is able to do express delivery, he will do so. In case it is URGENT, we would urge you to go and pick up or authorize someone else in your family to pick the product.

29. What are the payment options?

You can pay via UPI, Netbanking, use the QR code for payment, cash on delivery.

30. Can I pay by COD (Cash on Delivery or Cash on Pickup)?

Yes, it depends on the shop if they are ok to accept COD orders.

31. Will I get a printed invoice along with the products?

Yes you can always inform the retailer to share a printed invoice. In case the retailer lacks that facility, you can either choose a handwritten invoice and select another shop that gives printed invoices.

32. How can I download Invoices for past transactions?

Go to Order history, select the right order and download the invoice.

33. Which payment wallets are supported (Paytm/Amazon/Airtel etc.)?

At present we are not supporting payment wallets

34. Which payment cards are supported?

Mastercards and Visa cards

35. Can I pay via Netbanking?

Yes

36. How do I track my order?

You need to click on "orders" tab and choose the "track" order option for the particular order number. You will get the details.

37. How can I ask for a refund?

While canceling a particular order from the “order” page, you will be asked if you want a refund or exchange, once the order delivery has been completed. By opting for a refund and mentioning the reason for order cancellation, the refund process gets started.

Incase, you want to cancel the order (payment not done), you get a “cancel” option. If the order is not processed and the retailer is ok to cancel, the request will be accepted. Beyond a specific time, the retailer might not accept cancellation requests.

38. How long does it take for the refund to get processed?

The refund will reflect within 24hrs.

39. Where will the refund money go (original source, wallet, etc.)?

The refund money will go to the original source only.

40. Can I get a product replaced if the quality is not good?

Yes you can get a product replaced if the quality is not good by opting cancel order from the particular order and mentioning the reason for order cancellation.

41. How do I update my phone number?

You need to click on the “profile” icon and under personal information, you can change or update your phone number.

42. How do I update my email id?

You need to click on the “profile” icon and under personal information, you can change or update your email id.

43. Can I download an itemized bill?

Yes, you need to go to the specific order for which you want to download an itemized bill. Scroll down the page and you will find the download bill option. Click and download the bill.

44. Can I save multiple delivery addresses?

Yes you can (Home / Work / other place).

45. How do I turn off/on location tracking?

You can turn off/on location tracking from the app setting.

46. How do I turn off/on notifications?

You can turn off/on notifications from app settings.

47. How many Times in a day can I change the price of the product?

You can change the pricing as many times you want.

48. How long does it take to get an issue resolved by the customer service team?

For any issues regarding your product, you can directly call the retailer and you issue will be taken care of.

Incase your issue is unresolved by the retailer, you can call/email the customer service team and they will connect with the service officers to get your issue resolved with the retailer. The time for resolution is 3 days.