**What is Organo?**

Organo is a web and app based portal that helps you to find the best and fresh organically grown food to your kitchen directly from the fields. We are a warehouse to organic pulses, grains and other food items which are reaped directly from the fields for you to enjoy the freshness of your meal which will help not only you to stay fit but also the farmers by providing them direct source of income. Organo provides all kinds of food items from fresh Vegetables, Fruits, Rice, Pulses and Grains to Spices, Milk and Milk products that are freshly handpicked for your well-being.

**Why Organo?**

Organo welcomes you to the easy and simple way of shopping and frees you from the hurdle of moving out looking for fresh and blooming vegetables and serves you on your very cozy couch. No need to come out in the flaming day, held up in traffic, pay for your parking, stand in queue and carrying hefty bags. Leave it on us, we will serve you.

**We serve in:**

Currently we are servicing only in Chennai and villages nearby. Relax! We will knock your door soon.

**Contact Us**

For any query mail us at [customerservice@organo.com](mailto:customerservice@organo.com)

**Office address:**

ABC building, 2nd floor

OMR road, Padur

Landmark: Hindustan University

Kancheepuram, Tamil Nadu

PIN - 603 103

Tel: 1800 000 1111

**How to order?**

1. Log on to [www.organo.com](http://www.organo.com)
2. Search for your items and add them in your bag.
3. Choose delivery date and time.
4. Opt for payment option as per your convenience.
5. Sit back and relax. We will deliver your items.

**FAQs**

**Registration**

* **How do I register?**

The registration process is very simple. Just click the **REGISTER** button and follow the steps as instructed.

* **Is registration necessary for shopping?**

Yes. You must register on the website to help us serve you better. It helps you keep track of your order and delivery status.

* **Can I have multiple registrations?**

Yes, you can have multiple accounts but we allow only one user per email ID. This is done to avoid confusion and it helps us serve you more efficiently. But we believe in the individuality of each person and we do not advice to use multiple accounts.

* **Is there any charge for registration?**

There is no registration fee. We only charge for our services and products you buy. There is no hidden cost anywhere as we believe in building trust with our customers.

* **Can I place order for multiple cities?**

At the time of registration you are required to enter the delivery address. You can save multiple delivery addresses spanning multiple cities. However, we suggest you to check the cities you enter as we are currently available in limited cities in India.

* **Can I use same email id or phone number for 2nd registration?**

No, you cannot use same email ID or phone number again for multiple registrations. Our servers are designed to reject duplicate email or phone number.

**Order**

* **Is there any minimum amount for making the order?**

There is no minimum amount for making an order. However, we do have minimum order value for free delivery. Any order below the minimum amount will attract additional delivery charge as applicable.

* **Can I change the order items?**

Order items can be changed before it is out for delivery. Changing items after it is out for delivery can attract additional delivery charges. Please contact customer support for additional details.

* **Can I add products in the same time slot again?**

Any modifications to current order should be done at the earliest as the timeslots are given in first come first serve basis. Depending upon the occasion and demand, same may or may not be possible.

* **Can I change delivery place, date and time?**

Yes, you can change the delivery date and time. But we advise not to do so after placing the order. This is to avoid inconvenience caused to you and our other customers.

* **I am not at residence. What about my order?**

In case you are not available at chosen time, you can talk to the delivery person directly or you can entrust your neighbour to collect your order. You are required to confirm such agreement with delivery person.

* **How can I check order status?**

Once you login to your account, you can see your order status in **My Order** section. You can view your past orders and modify/track your current orders from there.

* **Can I cancel my order?**

Yes, order cancellation is possible however you may need to provide valid reasons for the same. Please also refer to our refund policy if applicable.

**Payment**

* **How can I make my payment?**

We provide various modes of payment. You can pay by credit/debit card online or via supported digital wallets. Cash on delivery is available on select locations for minimum order value.

* **Is it safe to use credit/debit card?**

Yes, it is totally safe to use your debit/credit card for payment. We ensure protection of your data and you don’t need to worry.

* **Will I have to pay extra charge for using credit /debit card?**

No, there is no extra charge for using credit/debit card unless there are additional banks charges.

* **I cancelled/returned my order. When will I receive the payment?**

In case of order cancellation, the refund amount is determined on case to case basis. Refund amount is processed within 1-2 business days and it takes 5-6 business days to reflect in bank.

* **The delivery person charged me extra amount. What should I do?**

We do not have any hidden costs. You do not need to pay any extra amount to delivery person. In case he demands extra payment you are requested to raise the issue and write to us immediately. We take such cases seriously and take prompt action.

**Delivery**

* **Is there any delivery charge?**

There is minimum purchase value to avoid delivery charge. For purchases of less value there is additional delivery charge as applicable in that location.

* **Can I change my delivery address after confirming the order?**

Yes, changes can be done however it is advisable not to do so after placing the order. This is to ensure no inconvenience is caused to you and our other customers.

* **How will I receive my items?**

Your item will be delivered by delivery person at the given address. You are requested to take the delivery in person to avoid confusion and misunderstanding.

* **Do you deliver in my area?**

Please check our website for information regarding cities we operate in. We provide services in limited cities at present and we’re expanding our customer base each day.

* **Can I get same day delivery?**

Same day delivery is possible in select locations depending upon the occasion and peak demand. Refer available timeslots for more clarity.

* **How will I be informed for delay in the delivery schedule?**

We put a lot of effort to ensure on-time delivery. Delay if any, due to unavoidable circumstances will be conveyed to you via message or call on registered number.

* **What if I receive a wrong/damaged product?**

In case you receive damaged product, you should report to customer care within a week from the date of delivery. You will be given a complaint number which can be used to further track your complaint status.