**About Us**

VERO 1 is a unique on-demand mobile application service that allows users anywhere in the world to have their shopping, errands, returns, exchanges, and package deliveries taken care of promptly by VERO 1 drivers all from the convenience and comfort of their home or location. VERO 1 provides six major services:

* Item purchase
* Item return/exchange
* Package pick-up and delivery
* Eats and carry-out delivery
* Professional and specialized services
* Ride-sharing

VERO 1’s goal is to provide the ultimate in convenience from home, enabling users to save time and be more productive with their daily lives. VERO 1’s mission is to be the world’s leading on demand delivery, concierge, and courier service whenever and wherever it is needed.

The application provides the ultimate in convenience to retailers and users. It is cost effective and saves users valuable time, hassles, and gas. VERO 1 users are able to avoid long lines, traffic, cold weather, congestion, delays, and parking. VERO 1 enables users to be more productive, get more done or just relax while their errands and needs are being taken care of for them in a timely manner.

VERO 1 lists millions of items and products that our drivers will purchase for you from all major grocery stores, supermarkets, pharmacies, and big-box retailers. VERO 1 provides many on-demand specialized services such as dry-cleaning pick-up/drop-off and lawn care as well as on-demand professional licensed services of plumbers, electricians, medical patient care and transportation, and many others service needs.

Whatever your needs, VERO 1 has you covered.

**How It Works**

**For All Your On-Demand Services**

**Download VERO 1 Now**

VERO 1 is now available for download for iOS and Android devices from the Apple App Store or Google Play.

**Choose Your Service**

Select which service you need : package pick-up and delivery, item purchase, item exchange/return, eats delivery, ride sharing, or professional services.

**Place Your Order:**

Provide the requested app details and information needed to service your request.

**Receive and Enjoy:**

Enjoy all the convenience, time, and money you have saved as your driver/professional promptly fulfills your service request.

**THE BETTER WAY TO ORDER**

Have your own VERO 1 personal assistant run your errands and do what you need done. VERO 1 is simply the quickest, most convenient, and largest on-demand errand running service in the world. With just a push of a button, have anything you need whenever and wherever you need it. Relax and enjoy all the convenience, time and money you will save as you no longer deal with gas, traffic, congestion, lines at the stores, and bad weather.

VERO 1 provides 24-hour 7 days a week dedicated friendly customer service and support, both online and offline by phone, that handles all customer inquiries, concerns, and disputes so you never have to worry that your service request is completed to your satisfaction.

**No cash? No Problem**

You don’t need cash to use VERO 1. Simply link

your Paypal account or credit card to your

VERO 1 Wallet when you set up your account,

and use your digital wallet to pay for all your

service needs.

**Retailers, Groceries, Pharmacies, and Restaurants**

**Love VERO 1**

VERO 1 helps major supermarkets, retailers, and restaurants by facilitating and expediting purchases, deliveries, returns, and exchanges of their goods to their customers. This helps them cut costs and provide the ultimate in convenience as their customers get what they need quickly while saving them time, gas, and hassles sitting in traffic and store lines.

**Coverage Area**

VERO 1 will be available in all major cities world-wide 24-hours a day-7 days a week.

**Select Item(s) From Stores**

Choose the type of item(s) you need such as grocery, pharmacy, apparel, home and furnishings, electronics, office supply, and pet. Choose the retailer you want the item(s) from and then select your items.

**Submit the Delivery Location**

Provide the location address where your goods need to be delivered.

**Coordinate with Driver**

If you have any questions or specific instructions regarding your order, you may call or text your drive to communicate with them. Your driver will also communicate with you to notify you if they have any questions such as whether to get substitute items, if any, in case a store is out of stock of an item you ordered. Your driver will help you to get your order completed as promptly as possible.

**Receive Your Item(s)**

Your driver will bring your item(s) and electronically provide you a copy of the receipt. Electronically sign for the items on the app and enjoy your purchase.

**User FAQ**

1. **What do I do if an item I order is not exactly what the driver brings?**

**Answer:** Sometimes stores run out of stock of an item and only substitute items are available. However, if an item you need is not exactly what you ordered, your driver will work with you to try and get it or return it for you. You can reach your driver by phone or text. If a store is out of an item and you have not specified any alternatives instructions with your order, your driver will usually contact you by phone to ask whether you want him to get a substitute or not and if so, which ones based on whether it is also in stock at the store.

1. **I have a dispute with my driver over my item purchase, what can I do?**

If you cannot resolve your dispute with your driver, you may file a dispute with VERO 1 by completing the dispute form at the time of check out which will be submitted to VERO 1’s customer support and request center for investigation. You may also contact VERO 1’s dedicated customer service and support center at < > You will receive alert notifications regarding resolution.

1. **When am I charged?**

At the time your item(s) is delivered to you, you electronically sign for receipt. Your VERO 1 Wallet will be charged. You will also be charged for any service requests that are not cancelled within five minutes of placing the order. For instance, if you place an Eats Order and do not cancel within five minutes, your VERO 1 Wallet will be charged.

1. **How can I transfer funds to and from my VERO 1 Wallet?**

You can transfer funds to and from and your bank account linked to your VERO 1 Wallet. However, you cannot transfer funds out of your account if a pending service request will bring the balance of your VERO 1 Wallet below the estimated service charge.

1. **When are there surcharges?**

Surcharges or charges above and beyond the regular service cost are added during either peak service times (e.g., heavy traffic during rush hour), if a luxury car/SUV is requested, or if you want to have your own dedicated ride-sharing vehicle that you do not have to share with other riders.

1. **Can females request female drivers?**

Yes, because VERO 1 safety and security is the highest priority, females my request female drivers for ride-sharing if any are available.

1. **I purchase an item(s), but did not receive a receipt. What happens?**

Drivers should always provide you a copy of the receipt of the purchased items at the time of delivery. Drivers are supposed to scan the receipt and electronically send it to you by email. If you do not receive a receipt, request one from the driver. If the driver is unable or unwilling to provide you a receipt, but does deliver to you the items you ordered, you will still be charged for any items you electronically sign for upon acknowledged receipt of the items, but you will not be charged for the driver service fee. You should also indicate that you did not receive your receipt in your feedback of the driver and/or contact customer support.

1. **Can I order a ride-share for another person?**

Yes. After you enter the pick-up location for the other person, the VERO 1 driver will go to the location of the other person and obtain their destination and details from that person if you do not know. However, your VERO 1 Wallet will be charged for the ride-sharing service provided to the other user.

1. **Can I price compare items and read reviews about items from different stores on VERO 1 before I place a purchase service request?**

Yes. VERO 1 allows you to price compare items from different retailers and read user reviews about them.

1. **Can I read reviews, ratings, and user feedback of professional and specialized service drivers before I select them?**

Yes, if any are available. Moreover, you can post reviews, ratings, and feedback for your

professional service driver for other users to read. Please note that all reviews are reviewed before they post for inappropriate language.

1. **Why is the actual price of the item(s) is different than the estimated price given in the app?**

Prices at retail stores and especially at groceries, supermarkets, and pharmacies fluctuate a lot and often daily or weekly. While VERO 1 strives to provide the most accurate prices of items at retail stores, the actual price at the time the driver purchases your item(s) may be different. Thus, the total purchase price may be different (higher or lower) due to taxes, price changes by the retailer, promotions, and coupons.

1. **Can I schedule regular package or item purchase delivery (e.g. on a weekly, bi-weekly or monthly basis)?**

Yes. If there are certain grocery and pharmacy items you need purchased and delivered to you on a regular basis, you can schedule to have them taken care of for you.

1. **How do drivers pay for my purchases?**

VERO 1 drivers pay for your items at stores using their own credit cards. They are reimbursed for these purchases when the items are delivered to you, you electronically sign for receipt of the items, and your VERO 1 Wallet is charged to pay for your service which includes both the service fee and the cost of the purchased items including sales tax.

1. **I want to return/exchange an item, but I don’t have a receipt? What do I do?**

Most stores will issue store credit for a returned or exchanged item depending on the store’s return and exchange policy. Your VERO 1 driver will attempt to return the item without a receipt to get you a store credit voucher card, but cannot make any guarantees. If the store issues store credit, the driver will deliver you the store credit voucher card. However, you will be charged for the service fee for the time the driver has spent even if he unable to get you store credit.

1. **The price of the item I want to exchange for is different from the one I am exchanging. What happens?**

If the price of the item you are exchanging for is more, you will be charged the difference as part of your service fee total. If the price is less, you will get a store credit card voucher or your credit card on file with the store will be credited back the difference.

**Fixes:**

* Number 1 in logo in top left corner should be in orange i in top left
* Change Magazine to Driver Store

Services

Whether you are busy working professional who doesn’t have time to sit in traffic and run errands or a senior citizen who needs assistance with going to doctor’s appointments and grocery shopping, VERO 1 is the go-to app for all your errands and needs.

VERO 1 provides six major services:

* Item purchase
* Item return/exchange
* Package pick-up and delivery
* Eats and carry-out delivery
* Professional and specialized services
* Ride-sharing

**RIDE SHARING**

Need transportation to your chosen destination? VERO 1 ride-sharing services will promptly get you there with the push of a button. With VERO 1, you can plan ahead and schedule your ride in advance so you don’t have to worry about every being late to your destination, whether to the airport or important engagements at conventions and hotels.

With VERO 1 PLUS, you can ride in style in a SUV or luxury car. Choose to ride-share in your own car or ride-share with others.

**ITEM PURCHASE**

Need to shop and get an item(s) delivered to your doorstep quickly? No worries. VERO 1 lists millions of products from major big box retailers, grocery chains, pharmacies in the world including:

* + Walmart, Target, Costco
  + Home Depot, Lowes
  + Best Buy, Bed Bath & Beyond
  + Office Depot-Office Max, Staples
  + Krogers, Safeway, Albertson’s, Aldi, Whole Foods, Publix
  + CVS, Walgreens, Rite Aid
  + Pet Supply Plus, Pet Smart

Instantly price compare, read product reviews, select the items you want, and place your purchase service request. VERO 1 drivers will then go to the retailer, purchase your items, and deliver them to your doorstep within the hour.

**PROFESSIONAL AND SPECIALIZED SERVICES**

Working late at the office, but need your dry cleaning picked up before the cleaners’ closes? Have an urgent home repair and don’t have time to find a service provider or to get different estimates? No worries. VERO 1 Professional and Specialized Services provides on-demand service for

* Plumbers Swimming pool cleaning
* Locksmith HVAC maintenance and repair
* Snow removal House cleaning services
* Handyman Dry cleaning pick up and drop off
* Electrician Junk, waste, and debris removal
* Window cleaning Pest control extermination
* Yard maintenance and cleaning
* Nursing and home therapists
* Patient transportation
* Gardening and landscaping

Select the type of service you need, read the reviews and ratings of different service providers, compare prices (hourly or fixed cost), and choose the professional you want all with the push of a button.

Most professional providers will be at your home or service location within the hour.

All professional service providers are licensed and bonded.

**ITEM EXCHANGE/RETURN**

Need an item returned or exchanged, but don’t have time to sit in heavy traffic or wait in lines at stores? Simply select the item exchange/return service, take a picture of your receipt, and upload it in the VERO 1 app. If you need an item return, your VERO 1 driver will come to your home or pick up location to get the item and return it to the store you purchased the item from. If you purchased the item with a credit card, the store will credit back your card that the purchase was made with or you can request store credit.

If you need an item exchange, select the item you want to exchange it for and your VERO 1 driver will exchange it for you at the store. If the exchanged item costs more than the returned item, the difference will be charged in the service fee and if the exchanged item costs less, you will get a credit back for the difference on your credit card or store credit. VERO 1 drivers will bring the exchanged item and any store credit vouchers/cards back to you.

**PACKAGE PICK UP AND DELIVERY**

Need a packaged picked up and delivered quickly? Don’t want to pay freight rates and overnight shipping is not fast enough? No worries. With VERO 1 package pick up and delivery service, your VERO 1 driver will promptly pick up your package at the service location and take it to its delivery location. For priority express service, your package can be picked up and delivered typically within 20 minutes depending on traffic conditions and distance to the destination.

**EATS AND CARRY-OUT DELIVERY**

Want food from your favorite restaurant, but don’t have time to dine in? Not interested in driving out in bad weather to get a carry out or perhaps the restaurant does not even offer delivery? No worries, VERO 1 has you covered. With VERO 1 Eats and Carry-out Delivery, choose items from the menus of your favorite restaurants on the VERO 1 app, place your order request, and your VERO 1 driver will get your food from the restaurant and deliver it to you. Are you gluten-free or need your food dish cooked a certain way? Simply enter specific instructions in the order request box and your VERO 1 driver will ensure it gets taken care of by the restaurant.