**FOR CLIENT**

How I can Pay?

You can pay via Cash On Delivery or through bkash or DBBL.

How can I Order?

You can go to our website www.tiffinboxbd.com and make an account. Once an account is created, you can post for your desired food via “Post” option. After posting, you can select a cook to order your food. Also, you can post through mobile app from play store.

What if the food is not good?

There is a review system to rate a cook. You can put your desired rating for the cook.

What if I receive bad attitude from cook?

You can give review about the cook or for some circumstances, you can report us about the cook with proof via “Report” option from the profile.

What reviews should I give?

1Star: Very Bad

2Stars: Bad

3Stars: Neutral

4Stars: Good

5Stars; Excellent

You can put your desired reviews. We always encourage honest reviews.

How the food will be delivered?

The cook themselves or our delivery unit will help to deliver your food right at your doorstep.

Who is in responsibility for the admin Operation?

TiffinBox admin panels monitor all the activities. For any help call +02235842

What about the quality of food?

TiffinBox always try to ensure the best quality food available to you. In case of any quality information, you can always write it in the personal reviews of the responsible ones profile.

How to Cancel an Order?

To cancel an order you must call at +02235847 half an hour before. Late calling will penalty you half the price of your ordered amount.

**FOR COOK**

How do I receive payment?

You can receive the payment via cash on delivery or through bKash or DBBL

How to deliver an Order?

You can deliver the order by yourself or you can take help from our delivery team.

\*In case of using our delivery team, you won’t receive the delivery charge from clients

How can I buy raw materials?

You can preserve raw materials before you bid for an order. Also, you can use our online stores for a quick raw materials delivery.

How can I get an order?

To get an order, first you have to bid in a post with your desired time and amount to deliver the food. Then, clients will further contact with you if they accept/like your bid.

How to BID in a post?

To bid in a post, first, you have to open an account in [www.tiffinboxbd.com](http://www.tiffinboxbd.com) as a cook. After opening the account, you will see list of posts requesting for foods. You can chose any of those post and start bidding.

Who is in responsibility for the admin operation?

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How to cancel an order?

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