

Heuristic	Swiggy	Zomato	Uber Eats
1. Visibility of system status	Shows live order tracking clearly (⊗ Good)	Shows tracking but delay in updates (⊗ Moderate)	Provides ETA with map but sometimes not real-time (⊗ Moderate)
2. Match between system & real world	Uses simple terms like "Order Placed" (⊗ Good)	Uses icons + text (⊗ Good)	Some technical terms like "Processing" (⊗)
3. User control & freedom	Cancel option not available after a stage (⊗)	Cancellation available but hidden in menu (⊗)	Allows cancellation with clear refund info (⊗)
4. Consistency & standards	Consistent design across screens (⊗)	Different button styles on some pages (⊗)	Consistent UI globally (⊗)
5. Error prevention	Sometimes allows checkout without coupon applied ⊗ confuses user (⊗)	Double confirmation for payment (⊗)	Prevents incomplete address entry (⊗)
6. Recognition vs recall	Saved addresses shown (⊗)	Saved addresses shown (⊗)	Sometimes asks to re-enter card details (⊗)
7. Flexibility & efficiency	Has "reorder" option for frequent users (⊗)	No quick reorder option (⊗)	Allows "favorite" restaurants (⊗)
8. Aesthetic & minimalist design	Some pages cluttered with offers (⊗)	Cleaner homepage (⊗)	Minimalistic design (⊗)
9. Help users recover from errors	Payment failed ⊗ vague error message (⊗)	Clear retry/payment support (⊗)	Clear troubleshooting steps (⊗)
10. Help & documentation	Limited FAQs, customer support slow (⊗)	Better FAQ & in-app chat (⊗)	Extensive FAQ and support (⊗)

