FoodDeliveryApp - Support Knowledge Base

1. Getting Started & Account Management

Q: How do I create an account?
A: Download the app from the App Store or Google Play. Open the app and select 'Sign Up'. You can register using your email address, phone number, or by linking your Google/Facebook account.

Q: Can I change my phone number after registration?
A: Yes. Go to Profile > Account Settings > Edit Profile. Tap on your phone number to update it. You will receive an OTP to verify the new number.

Q: How do I reset my password?
A: On the login screen, tap 'Forgot Password?'. Enter your registered email, and we will send you a password reset link.

Q: Can I share my account with others?
A: For security reasons, we recommend not sharing account credentials. Family members should create their own accounts to track their individual order histories and preferences.

Q: How do I delete my account?
A: We're sad to see you go. Navigate to Profile > Settings > Privacy > Delete Account. Note that this action is irreversible and you will lose all loyalty points.

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2. Placing an Order

Q: How do I search for specific food?
A: Use the search bar at the top of the home screen. You can search by restaurant name, dish name, or cuisine type (e.g., 'Pizza', 'Vegan', 'Chinese').

Q: Can I customize my order?
A: Absolutely. When selecting a dish, look for the 'Add-ons' or 'Customize' section. You can remove ingredients, choose spice levels, or add extra toppings.

Q: How do I schedule an order for later?
A: At checkout, instead of selecting 'Delivery Now', choose 'Schedule'. You can pick a date and time up to 48 hours in advance.

Q: Is there a minimum order value?
A: Minimum order values are set by individual restaurants. If your order is below the minimum, a small 'Small Order Fee' may apply to cover operational costs.

Q: Can I order from multiple restaurants at once?
A: Currently, each order must be from a single restaurant to ensure delivery efficiency. To order from two places, please place two separate orders.

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3. Payments & Billing

Q: What payment methods do you accept?
A: We accept all major credit/debit cards (Visa, Mastercard, Amex), PayPal, Apple Pay, Google Pay, and Cash on Delivery (where available).

Q: When is my card charged?
A: Your card is authorized when you place the order, but the final charge is processed only after the restaurant confirms the order.

Q: How do I add a promo code?
A: On the checkout screen, tap 'Apply Coupon'. Enter the code and tap 'Apply'. The discount will be reflected in the total immediately.

Q: Why was I charged a cancellation fee?
A: If you cancel an order after the restaurant has started preparing the food, a cancellation fee applies to compensate the restaurant for the wasted food.

Q: Can I get an invoice for my order?
A: Yes. Go to 'Your Orders', select the specific order, and tap 'Download Invoice'. It will be saved as a PDF to your device.

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4. Delivery & Tracking

Q: How do I track my order?
A: Once your order is confirmed, a live map will appear on your screen. You can see the driver's location in real-time as they approach your location.

Q: Can I contact my delivery driver?
A: Yes. Once a driver is assigned, a 'Call' or 'Chat' icon will appear on the tracking screen. Your phone number is masked for privacy.

Q: What if my driver is late?
A: Delivery times are estimates. Heavy traffic or bad weather can cause delays. If the order is significantly late, please contact support for assistance.

Q: Can I change my delivery address after placing an order?
A: If the driver hasn't picked up the food yet, you can contact Customer Support to attempt an address change. If the order is already en route, the address cannot be changed.

Q: Do you offer contactless delivery?
A: Yes. Select 'Leave at Door' during checkout. The driver will place the food at your doorstep and take a photo as proof of delivery.

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5. Issues with Order

Q: My order arrived missing items. What do I do?
A: We apologize for this. Go to 'Your Orders', select the order, tap 'Help', and choose 'Missing Items'. We will issue a refund for the missing items immediately.

Q: My food arrived cold or damaged.
A: Please take a photo of the damaged food. Report the issue via the 'Help' section in the app within 24 hours for a refund or credit.

Q: I received the wrong order entirely.
A: Do not consume the food if you have allergies. Report it immediately via the app support chat. We will send a replacement or issue a full refund.

Q: The restaurant cancelled my order. Why?
A: Occasionally, restaurants run out of items or are too busy. If this happens, you will receive a full refund and a small credit for the inconvenience.

Q: How long do refunds take?
A: Wallet/Credit refunds are instant. Bank/Card refunds typically take 3-5 business days depending on your bank's processing times.

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6. Safety & Hygiene

Q: How do you ensure food safety?
A: We only partner with restaurants that meet local health and safety regulations. We regularly audit partners based on customer feedback.

Q: Are the delivery bags sanitized?
A: Yes. Delivery partners are required to sanitize their delivery bags daily. We also provide them with hygiene kits including sanitizers and masks.

Q: What if I have severe food allergies?
A: Please use the 'Special Instructions' field to communicate allergies to the restaurant. However, we cannot guarantee 100% cross-contamination prevention in restaurant kitchens.

Q: How are drivers vetted?
A: All delivery partners undergo a background check and a driving record check before they are allowed on the platform.

Q: Is my personal data safe?
A: We use industry-standard encryption to protect your data. We do not share your personal details with third parties without your consent.

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7. Memberships (Gold Pass)

Q: What is the Gold Pass?
A: Gold Pass is a monthly subscription that offers free delivery on all orders over $15 and exclusive discounts at top-rated restaurants.

Q: How much does Gold Pass cost?
A: It costs $9.99/month. You can also opt for an annual plan at $99/year.

Q: How do I cancel my subscription?
A: Go to Profile > Gold Pass > Manage Subscription > Cancel. You will retain benefits until the end of the current billing cycle.

Q: Do you offer a free trial?
A: New users are eligible for a 14-day free trial. You will be charged automatically after the trial ends unless you cancel.

Q: Can I share my Gold Pass benefits?
A: No, Gold Pass benefits are tied to your specific account and cannot be transferred or shared.

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8. Promotions & Referrals

Q: How does the referral program work?
A: Share your unique referral code found in the 'Invite Friends' section. When a friend places their first order, they get $10 off, and you get $10 in credits.

Q: My promo code isn't working.
A: Check the expiration date and terms. Some codes apply only to specific restaurants or new users. Also, ensure you meet the minimum order value.

Q: Can I stack multiple coupons?
A: No, only one promo code can be applied per order. However, promo codes can sometimes be used alongside wallet credits.

Q: Do credits expire?
A: Promotional credits usually expire after 30 days. Refund credits do not expire. Check your 'Wallet' section for details.

Q: Where can I find the latest deals?
A: Check the 'Offers' tab on the bottom navigation bar for daily deals and restaurant-specific promotions.

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9. Technical Troubleshooting

Q: The app keeps crashing.
A: Ensure you have the latest version of the app installed. Try clearing the app cache or reinstalling the app.

Q: I'm not receiving notifications.
A: Go to your phone settings and ensure notifications are enabled for our app. Also check Profile > Settings > Notifications inside the app.

Q: I cannot add a credit card.
A: Ensure the card details are correct and international transactions are enabled if you are traveling. If the issue persists, try a different card or PayPal.

Q: The location pin is inaccurate.
A: Ensure your GPS is turned on. You can also manually drag the pin on the map to set your exact delivery location.

Q: I see a 'Network Error' message.
A: Check your internet connection. Switch between Wi-Fi and mobile data. If the server is down, please try again in 10 minutes.

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10. Partner & Driver FAQs

Q: How do I sign up to deliver?
A: Download the 'Partner App' and click 'Register'. You will need a valid driver's license, vehicle registration, and insurance.

Q: How do I get paid as a driver?
A: Earnings are transferred weekly to your bank account. You can also use 'Instant Pay' to cash out daily for a small fee.

Q: How can I list my restaurant on the app?
A: Visit our website and click 'Become a Partner'. Fill out the form, and a sales representative will contact you within 48 hours.

Q: What are the commissions for restaurants?
A: Commission rates vary by region and plan (e.g., delivery vs. pickup only). Please contact our sales team for a custom quote.

Q: How do partners manage orders?
A: Partners receive a tablet with our 'Merchant App' installed to accept orders, manage menu availability, and track earnings.