**FAQ**

1. **Where you provide your tiffin services?**

Ans: Lunch is available from borivali to churchgate and dinner in kandivali, borivali and malad east.

**2) What is the cuisine ?**

Ans: It is Home made maharashtrian cuisine

3) **How much is the delivery charge?**

Ans: Patravali relies on the fail-safe Association of Mumbai to deliver its lunch tiffins all over Mumbai, for which customers pay the standard delivery fee. This fee is additional to the cost of the Meals and will be added to your bill so you just have to make one payment- Convenient! For each meal is it 30 rs fixed across Mumbai

**4) What are order placing and cancellation timings ?**

Ans: Lunch - One day prior before 9PM.

Dinner - Same day before 4PM

Lunch Cancellation - One day prior before 9PM.

Dinner Cancellation - Same day before 4PM

**5) What kind of tiffin packaging used?**

Ans: We use hygienic steel tiffins or food grade disposable container with foil sealed over it.

6) **How much quantity do you serve?**

Ans: 200 grams Dal, Rice, Sabzi and chapati

**7) How to pay for the tiffin service?**

Ans: You can pay through NEFT, IMPS or PAYTM, google pay and online payment and cheque.

**8) Do you provide customize food?**

Ans: Yes, we provide the customized food as per customers requirements. We want your tiffin to be as per your requirement and not what we serve .

9) **What do I do if the tiffin do not get the tiffin delivered?**

Ans: At Patravali we put in a lot of effort to ensure that your tiffin reaches you on time consistently and in an ideal condition. However, due to unforeseen events your tiffin may reach you late and in rare cases may be undelivered. In such a circumstance, please contact 9167143030 or mail us at info@patravali.co.in We assure you, we will take every attempt to rectify it or compensate.

10) **What is coupon system ?**

Ans: You can select the meal dates as per your requirement and it is not mandate to select consecutive dates, hence any plan booked will give meals in 5/6/22/26 coupons form that can be utilised in 30 days.