

What is Grofers?

Grofers is a e-commerce platform that allows you to shop for daily needs products from your favorite neighborhood merchants and then delivers them to your your doorstep. Grofers aims to make the local shopping experience of consumers easy and pleasant by connecting them to the merchants in their neighborhood through an easy to use mobile platform.

How old is Grofers?

Grofers was founded in Delhi by Albinder Dhindsa and Saurab Kumar. The Company was founded in December'13

How is Grofers different from other grocery shopping apps?

Grofers connects the consumers directly with the merchants therefore when an order is placed by the consumer to a merchant of his choice, Grofers procures the items directly from trusted merchant and delivers it to the consumer.

What does Grofers offer the consumer?

Apart from providing convenience and a vast product catalogue to choose from, Grofers offers the following:

- **Store Price Guarantee** - The consumer will not be overcharged for any item, the price offered by the merchant in the store will be passed onto the consumer irrespective of the price on the app
- **On- Demand Delivery** - The consumers are informed the earliest time their order can be delivered by and also allows them to reschedule it to a more convenient slot.
- **100% Replacement policy** - On delivery of damaged/perforated goods, Grofers guarantees a 100% replacement of the goods
- **Quality Procurement** - Grofers is very particular about the quality of goods delivered. To ensure this Grofers has entered partnership with most trusted merchants

How does Grofers fit into the lives of its consumers?

On a hot day, rainy day, lazy day, busy day, in the peak traffic hours, in an emergency, when you're not at home, tied up with work, when you can't be in 2 places at once Grofers will come to the rescue.

You can come home to a house full of groceries, Order a birthday cake at the last minute, reschedule the order to be received at a later date, send a bouquet of flowers and a box of chocolates to apologize, purchase your baby needs without having to take your baby to the market, ask your neighbor to receive your order for you while you enjoy a romantic dinner etc

FREQUENTLY ASKED QUESTIONS

What locations is Grofers active in?

Grofers is currently operational in Bangalore, Mumbai, Pune and Delhi/NCR, And, we will be expanding our operations to Jaipur, Ahmedabad, Lucknow, Chennai, Hyderabad, Kolkata

Is Grofers operational in Faridabad & Ghaziabad?

Not yet!

We are focusing our resources to expanding into Greater Noida, Faridabad & Ghaziabad soon

How can I know if Grofers will deliver at my doorstep?

In order to know if Grofers will deliver to your doorstep:

- Go to Menu at the top left corner of the home page
- Click on "Around You" to enter the desired location
- In case the Auto-fill is able to identify your location, Grofers will be able to deliver to you at your doorstep; If the Auto-fill fails to suggest your desired location, Grofers will not be able to assist you yet

Can I sit in office and place an order to be delivered to my home?

Yes!

In order to place an order to be delivered to a different location, Go to Menu at the top left corner of the home page and Click on "Around You" to enter the desired location. The App will then identify all the stores near your desired location from which you can make an informed selection

What are the Delivery timing?

Grofers delivers from 11:30 am to 10:00 pm.

Can we place an order at any time of the day?

Yes!

An order can be placed at any time of the day, if the order is placed after 8:30 pm then the order will delivered first thing next morning i.e. at 11:30 am

Is there a minimum order value?

No!

A consumer can place an order for any amount of his liking. In case the order value is less than **Rs. 250** a delivery charge of **Rs. 49** is levied; If the order value is more than **Rs. 250**, then the order is delivered for free

Why isn't the app working on my phone?

The App isn't compatible with a Blackberry, Windows and early versions of Android. The App is highly compatible with IOs(Apple) and the newer versions of Android (Version 4.0 and above)

Why is the application running so slowly/Why is it taking so long to login/why isn't the OTP working?

The application may be running slowly for any of the following reasons:

- Slow internet connectivity
- Network provider issues
- OS Compatibility issues

Is there any other way to place an order?

An order can be placed in the following ways:

- App (which is the most detailed and the preferred mode of placement of order)
- Webpage (Which is not as detailed since Grofers wants to promote the use of its App; Also products have been clubbed into baskets for purchase, items from different basket can't be purchased at once)

How to add/suggest a store of my liking?

A Grofers user can suggest a store of his liking by going to the Grofers webpage (www.grofers.com) and clicking on "Get Your Store Listed" on the homepage

What kind of stores does Grofers tie up with? How does Grofers ensure quality Control?

Grofers is very particular about the quality of items delivered from the merchants to the Consumer. To ensure this Grofers has entered into partnership with only those merchants who have cleared the initial screening process for our quality control. Hence we have tied up with only branded stores

What is the authenticity of the purchase?

On delivery, the delivery boy will provide a purchase slip (receipt) from the merchant containing the order ID of your order slip. The Purchase slip is valid document of authenticity of purchase

Is it safe to save my debit/credit card info on the mobile app?

It is absolutely safe to transact with the App using credit/debit card. The App doesn't share any data with any external agencies. Grofers has taken all necessary steps to make interaction with App safe

How Does Grofers make money?

Grofers has tie ups with different merchants. Since Grofers is making it possible for these merchants to access more consumers via the app, these merchants pay Grofers a commission

Does Grofers give special discounts?

Yes!

Grofers runs special discounts. Few of those are:

- Upto 30% off on days
- Free mangoes on purchase of Rs. 250 or above
- Rs. 100 off on purchase of Rs. 500 or more

UNDERSTANDING THE APP

How Many Categories does the App have?	The app has 5 categories: <ul style="list-style-type: none">● Grocery● Fresh Produce● Bakery● Cosmetics● Pet Care
How to select the location?	Grofers will be expanding to Pharmacy and electronics soon Scenario 1: If the location of delivery is the same as the location of placement of order, then let GPS pick up the current location before beginning the process of selecting the cart Scenario 2: If the location of delivery is different from the location of placement of order, then go to the menu at the top left corner and click on "around you" to enter the desired location before beginning the process of selecting the cart
What is Universal Search?	Universal Search allows the user to search for any item or store from the home page by simply clicking on the magnifying glass on the top right corner and entering the name of the item or store Universal search will help in comparing prices among different stores near your location
How to place an order?	<ul style="list-style-type: none">● The app has identified all the stores that Grofers has a tie up with in an 8 km radius. The consumer can chose the items of his liking by using Universal Search or by referring to the categories

	<ul style="list-style-type: none"> • The app enables the consumer to place an order to 'n' different stores for 'n' different products at once • As the consumer selects his items, his basket, located at the bottom of the screen, would begin to grow • On Completing his selection the consumer can click on the ⇨ at the bottom right corner of the screen to proceed to checkout
How to fill the Complete address of delivery>	On clicking the ⇨ the app would ask for the address of the consumer. On clicking at the "Add An Address" button, the consumer would be asked to enter his complete address of delivery. And then click on "Add" at the top right corner to proceed
How to apply the promotional Code?	After adding the address of delivery, the app will take the consumer to a new page showing him his complete order along with the order amount. The consumer can enter the promotional code in the "Apply Promo Code" bar
How to change/schedule the time of delivery?	On the same page, below the add promo bar is the option to change the time of delivery. The consumer can click on the edit button next to the expected time of delivery to schedule it The consumer can also schedule the delivery to next day or the day after that at a time of his liking
What are the different modes of payment?	The app makes it possible to pay in the following ways: <ul style="list-style-type: none"> • Cash-On-Delivery • Online Payment via Debit Card, Credit Card, Netbanking, PayUmoney and MobiKwik Wallet
Why does 1 transaction generate multiple order IDs?	Multiple Order IDs are generated on the same transaction when the consumer places an order to different stores. The delivery boy on delivery provides a receipt for each order ID
How to identify the Order ID?	On receiving confirmation of placement of order, the consumer can check his order status and ID by clicking on "Check Order Status" on the bottom of the screen or go to the homepage, click on the menu at the top left corner of the home page and select "My Orders" to identify the order ID
How can the order be tracked?	Go to the homepage, click on the menu at the top left corner of the home page and select "My Orders" to track the order status
How can the order be cancelled?	Go to the homepage, click on the menu at the top left corner of the home page and select "My Orders" to cancel the order placed
Does the consumer need to fill the feedback form ?	Yes! On delivery of the order, the delivery boy would present the consumer with a feedback form to fill for a feedback of the services provided by Grofers

What is grocery mart?

For the convenience of the user, Grofers has created a universal store. The user can access grocery mart and compare items from different companies, stores. The user need not visit different stores/different tabs to place an order.

Where can I find flowers ?

The user can access order flowers by either using universal search, Grocery mart or by Clicking on "Fresh Produce" and ordering from a store of the user's choice

Where can I find Chicken/Mutton/Fish?

The user can access order flowers by either using universal search, Grocery mart or by Clicking on "Fresh Produce" and ordering from a store of the user's choice

Where can I find Baby care?

The user can access order flowers by either using universal search or Grocery mart

How to login? Do we need to log out?

In order to login the user would be required to let the App access the location of the user in order to identify the stores around the user. Once the location has been identified the user would then need to create his ID by going to Menu at the top left corner of the screen and clicking on "Login". The user would be required to enter his unique mobile number in order to create the ID. On entering the mobile number the user will get a message with an OTP. Usually the App picks up the OTP itself otherwise it should be manually entered

No! The user doesn't need to logout out of the app. The user can just go back to close the App without losing all the information

Where to check for latest offers?

The user is regularly informed of the latest offers by a notification on the app or else the user can go to Menu at the top left corner of the screen and click on "Notifications" to access all latest updates

What is your Refund Policy?

In case of Online payment, consumer would be refunded within 7-10 working days(excluding Saturday & Sunday);In Case of Cash-On-Delivery, consumer would be adjusted at the time of delivery