



Customer FAQs

Q: What is CHEFistry

A: CHEFistry is a platform which connects customers to the nearby listed home kitchens and helps them order home-made food which is healthy, hygienic and safe.

Q: Who is a HomeChef

A: The person who prepares the food at any of the HomeKitchens is called HomeChef. However, at Chefistry we call them by their name, for eg: Chef Nikita, Chef Bhavna, Chef Dolly.

Q: Who is a Delivery Partner

A: The team who tirelessly is on toes during the day to deliver the healthy, hygienic and safe food to you are referred to as Delivery Partners. Respect is the least we can give them to manage our food deliveries. Please treat them with respect when they come to deliver your food.

Q: What sort of food can I order

A: Currently, we cater to only Veg, Jain and Vegan food options. The HomeChefs are from varied communities, thus you will have a variety of options to choose from.

Q: What if a particular dish is not available

A: The menu is spread across below categories and you will be able to find your options from the listings.

Scheduled Menu - fixed meals like breakfast, lunch and dinner, generally what is made in the HomeChef's kitchen on a daily basis and cannot be changed. You can pre-order this menu for upto next 07 days.

All Day Menu - You might not want to plan all your meals. Sometimes, it's just impromptu... you can explore the menu items and make a quick order, like on-demand, subject to minimum preparation time for that particular meal.

However, if you still do not find your food listed here, please do not hesitate to call the phone no. displayed in the HomeChef profile and we will try to serve you.

Q: What is an Order

A: An Order is your request for food / meal from a particular HomeChef.

Q: What is an Order Slot

A: Order Slots are defined for Pre-Scheduled Menu like Breakfast, Brunch, Lunch, Evening Snacks, Dinner.



Q: How do I place an order

A: You can just login to our Website or download our Mobile App and register. Browse through the listing, select from the available Menu, make the payment and wait for the order to be delivered.

Q: Can I place advanced orders

A: Yes, you can place advance. It is always advisable to place an advance order so that HomeChef can plan accordingly, in turn this reduces wastage at every level.

Q: Can I change / cancel my orders

A: We will try our best to cater to your requests, however, it depends on the HomeChef concerned. If the HomeChef has already started the preparation, the order cannot be changed / cancelled and there will be no refunds in such cases. Refer our [Cancellation & Refund Policy](#) for more details.

Q: Can I change my address, after the order is placed

A: No, you cannot change the address once the order has been placed.

Q: Can I choose the delivery time for my orders

A: Yes, you can choose the delivery time of your Pre-Scheduled Order from the options available for that menu item.

Q: What role does Chefistry play with regard to the quality / quantity of food

A: Chefistry is purely a listing and delivery platform and we have no control over the quality and quantity. However, each HomeChef is adequately trained on multiple aspects of food business to perform as a professional. You can share your feedback on their profile.

Q: Are the HomeChefs FSSAI registered

A: Yes, all our HomeChefs are FSSAI registered. We also have a thorough kitchen verification process before their on-boarding on the platform.

Q: What is the CHEFistry customer service number

A: For each order that you place there will be a local phone number to coordinate and talk. However, you can write any detailed feedback to info@chefistry.in.

Q: How safe are my details with you

A: We respect your privacy and safety with us. Your details are absolutely safe with us and we comply with the highest standards of data protection. We request you to never share your personal information like bank account, OTP etc to anyone. Our representatives will never ask you for such information. Be vigilant about fraudsters in the internet world.



Q: Do you charge for delivery

A: Yes, we do charge for deliveries depending on the timing and location of delivery. You will be able to see your delivery charges before the checkout.

Q: How much time do you take to make the delivery

A: It totally depends on the food preparation time taken by the HomeChef and local traffic situation and the distance to cover. We have sufficient Delivery Partners to match up the delivery demands.

Q: Do you operate 24/7

A: The HomeChefs are finally people just like you and us, hence, they need to sleep too. However, at some odd hour if one of our HomeChef and the Delivery Partner is available, please go ahead.

Q: Can I order from any HomeChef in a location

A: We suggest that you enable your mobile GPS settings to display the top rated HomeChef's around you. It is highly recommended that you order from the HomeChef displayed for quick deliveries.

Q: Can I place book meals from different HomeChefs in the same order.

A: No. You will have to place a different order with each HomeChef.

Q: Can I place orders for multiple Order Slots in the same delivery time

A: No. You will have to place a different order for each Order Slot.

Q: Can I place bulk orders

A: For us to give you timely deliveries is a priority and hence, we reserve the right to accept or reject the Bulk Orders. However, for Bulk Orders, please talk to us on the phone no. against the HomeChef profile.

Q: I want an invoice for my food bill

A: The invoice can be found under My Orders.

Q: How do I know which HomeChef to order from

A: All the HomeChefs are verified and serve quality food, you can view the ratings of each HomeChef and order accordingly.



Q: What if my order is not delivered

A: This should generally not happen. However, in an unforeseen event if such a thing happens, you can get in touch with the assigned Delivery Partner or the local phone number for your order and we will be happy to help you.

Q: What if a wrong order is delivered

A: This should generally not happen. However, in an unforeseen event if such a thing happens, please notify the concerned local phone number for this order who will take corrective action.

Q: What is the standard quantity per serving

A: The standard quantity per serving is defined by the HomeChef and will be commensurate to the pricing and as per the prevailing market rates. However, let's hear it for our HomeChef's who actually work like your extended family and are absolutely fond of feeding you well.

Q: What health and safety precautions do the Delivery Partners take while delivering food

A: Health, Hygiene and Safety are the parameters of highest order for us. The Delivery Partners health is regularly monitored and are also adequately trained on customer service and other aspects.

Q: I want to become HomeChef with CHEFistry

A: Please visit our section [Join Us](#) section for more information.

Q: I want to explore career opportunities with CHEFistry

A: You can send your resume to info@chefistry.in.