Omnimerce MiniProgram FAQ (Refind by ChatGPT)

Date: 16 Oct 2024

1. **Ordering on MiniProgram**

   a. **How do I place an order?**

   Choose between pickup or delivery, enter your location or select an outlet, and add items to your basket. Tap "Order Now" to view the summary, choose payment, and confirm.

   b. **What payment methods are accepted?**

   Payments can be made using debit/credit cards, e-wallets, or online banking.

   c. **How can I ensure smooth delivery?**

   Stay reachable, ensure the drop-off point is accessible, and provide instructions if needed. Report issues promptly if you don't receive your order.

   d. **Can I order for someone else?**

   Yes, just provide accurate delivery details.

   e. **How do I use my voucher?**

   During checkout, tap "Add a voucher" on the Order Confirmation page, select the voucher, and it will be applied automatically.

   f. **What is the expected delivery time?**

   Delivery times may vary due to order volume and traffic. Track your order in the app.

   g. **How do I get my receipt?**

   Receipts are provided with your order.

   h. **Can I add remarks after submitting my order?**

   No, remarks cannot be added after order submission.

   i. **Can I switch a pickup order to delivery?**

   No, but you can arrange a courier to collect it.

   j. **Can I add more items after submitting an order?**

   No, you must place a new order for additional items.

   k. **Can I change the delivery address after ordering?**

   No, to avoid confusion for our delivery partners.

   l. **Can I transfer my order to another outlet?**

   No, we cannot accommodate this request.

   m. **Can I cancel my order?**

   No, once the outlet has accepted the order, cancellation is not possible.

   n. **Can I report an issue after 24 hours?**

   Reports must be filed within 24 hours of receiving the order.

2. **Delivery Information**

   a. **What is the delivery radius?**

   Delivery range is determined by our delivery partners' real-time availability.

    b. **Why is my address not in range?**

        Delivery range is based on driving distance estimates and may vary.

    c. **Why was my address previously in range but not anymore?**

        Changes in our partners' algorithms may affect the delivery range.

    d. **Why is an outlet temporarily unavailable?**

        High demand or lack of delivery partners may cause temporary unavailability.

    e. **Why is my delivery delayed?**

        Track your order for updates. Delays may be caused by traffic or high order volume.

3. **Loyalty Program**

    a. **What are reward points?**

        Earn 1 reward point for every RM1 spent. Points can be redeemed for vouchers.

    b. **How do I redeem vouchers with reward points?**

        Browse vouchers under the "Vouchers" tab, redeem, and view them under "My Vouchers."

    c. **Can I earn points when using a voucher?**

        Yes, points are awarded for the non-discounted portion of your order

4. **Refund Policy**

    a. **How can I request a refund?**

        Submit a request via WhatsApp within 24 hours, including clear proof and details of the issue.

    b. **My order/delivery partner didn't arrive.**

        Check the delivery location and submit a refund request via WhatsApp within 24 hours.

    c. **Will my voucher be refunded if my order is cancelled?**

        Yes, if the order is cancelled by the delivery partner or merchant.

    d. **Why can't I find the refund button?**

        Refunds must be requested via WhatsApp within 24 hours.

    e. **What should I do if I receive an incorrect refund amount?**

        Contact Customer Care with your order ID and proof of refund.

    f. **What happens to my reward points after a refund?**

        Reward points will be recovered for refunded items.

    g. **When will I receive my refund?**

        Refunds are credited within 24 hours after approval.

    h. **Can I get a re-delivery for missing items?**

        Re-delivery depends on outlet and delivery partner availability.

    i. **My order was cancelled.**

        Order cancellations may occur due to technical or unforeseen issues. Refunds are processed within 24 hours.

5. **Technical Issues**

    a. **Why is my MiniProgram not working?**

Try refreshing, clearing cache, or requesting a new login link. If it persists, contact us via live chat.

6. Terms of Service & Privacy Policy

    a. Where can I find your Terms of Service and Privacy Policy?

        Visit the provided link for both documents.